



Elevate Your Security with AMAG Technology's Platinum Program

AMAG Technology's Platinum Program provides a personalized approach, unparalleled support, and resources for customers with complex requirements and deployments. This exclusive program ensures that customers have access to the tools, training, and assistance needed to ensure their Symmetry™ system is operating at peak performance.



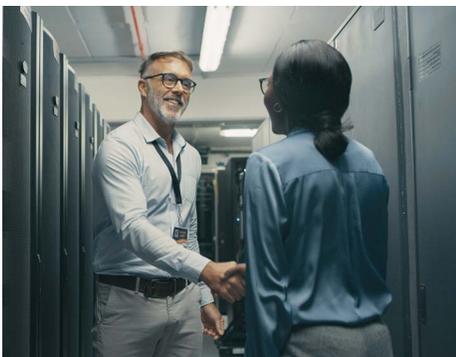
✓ **Dedicated Strategic Account Manager**

Platinum partners enjoy a dedicated strategic account manager who delivers a tailored approach to meet each client's unique needs. Continuous communication helps resolve issues before they escalate, ensures the highest level of support, and guarantees product updates and changes are communicated early and often.



✓ **Comprehensive Support and Resources**

Members of the Platinum Program benefit from priority technical support, ensuring rapid response times and expert assistance.



✓ **Commitment to Excellence**

AMAG Technology is committed to a CustomerFirst mindset. Our strategic account managers provide our customers with dedicated attention and expertise, acting as their trusted advisor to implement project plans, provide guidance on future trends, and help manage growth.

Site Support Agreement Levels				
		GOLD	GOLD+ <i>a la carte</i>	PLATINUM
Technical Support Training	Remote Training at No Cost		✓	✓
	End-User Certifications		✓	✓
	24/7 Access to Technical Support for Priority Issues		✓	✓
	Direct Access to Zendesk and Zendesk Knowledgebase		✓	✓
	Accelerated Path to a Tier 3 Technical Support Technician			✓
	Technical Support Access via Certified Integrator	✓		✓
	Direct Technical Support Access (after certification)		✓	✓
Program Management	AMAG Strategic Account Manager			✓
	Project Management – Strategic Account Manager Assistance for AMAG Related Projects			✓
	Consistent Cadence of Meetings and Communications to Ensure Customers Evolving Needs are Identified			✓
	Trusted Advisor – Provides Insights on Industry Trends to Meet Customer Needs			✓
	Personalized Service – A Tailored Approach to Meet Each Client’s Unique Requirements			✓
	Product Knowledge Transfers			✓
	Updates on New and Upcoming Product Releases and Future Solutions			✓
	Quarterly, Bi-Annual, or Annual Business Reviews			✓
	Support Ticket Management – Strategic Account Manager Assistance With the Management/Tracking of all Support Related Tickets			✓
				✓
Professional Services	Symmetry Access Control Software for the Latest Version, Including Patches and Bug Fixes	✓		✓
	Routine Remote System Healthcheck		✓	✓
Additional Services	Test Environment Licenses			✓
	Microsoft Patching Updates	✓		✓
	Release Notes Across all Symmetry Products	✓		✓

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