Customer Solutions

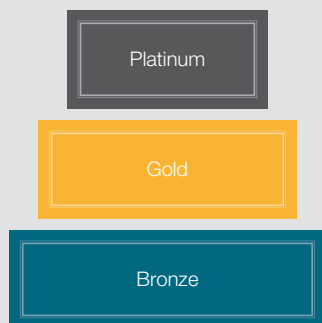Thermo Fisher™ Platform for Science™ Software

Customer Tiered Support Model
A model to ensure our customers success

What is a customer tiered support model?

Thermo Fisher™ Platform for Science™ software utilizes a tiered support model to ensure that we are offering support that is tailored to meet the needs of our customers in production. As our customers' needs grow, they will move up to the next tier.

What are the tiers?

- Platinum
- Gold
- Bronze

Some examples of how a tier is defined

- Multi-site or Single-site expansion
- Number of registered users or annual financial commitment
- Business factors such as new market configurations

Key benefits by tier

Platinum	Gold	Bronze
• **Senior Customer Success Manager** to monitor user adoption, train on configuration and product capabilities, triage configuration related issues, evaluate expansion opportunities, and maintain communication at the user/manager level	• **Customer Success Manager** to monitor user adoption, train on configuration and product capability, triage configuration related issues, evaluate expansion opportunities, and maintain communication at the user/manager level	• **Tier 3 Specialist** to maintain communication at the user/manager level
• **Senior Account Manager** to manage renewals and subscription changes	• **Account Manager** to manage renewals and subscription changes	• Customer Support Team to assist on **all questions** and facilitate system upgrades
• **Executive Business Review (EBR)** to verify system adoption and define future plans for expansion	• Thermo Fisher Stakeholder to establish and maintain **routine communication** with customer stakeholder, and provide strategic direction for future phases of expansion	• Thermo Fisher Stakeholder **available as needed**
• Thermo Fisher Stakeholder to establish and maintain **routine communication** with customer stakeholder	• Customer Support Team to assist on **all** questions and facilitate system upgrades	
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Find out more at **coreinformatics.com**

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