



PREMIER SUPPORT

# Piece of mind with Premier Support.

Ensure business continuity and project success with proactive technical advisory and concierge administration. Partner with a designated technical team that knows your business, understands your configurations, and works as an extension of your team.

## 01 Faster Response Times

Maximize your Procore support experience with a guaranteed 2-hour initial response times for support requests for base products and beyond. Rely on your Premier Support Technician to fast-track and prioritize issues, ensuring a faster path to resolution.

## 02 One-stop shop for support

Priority access to Procore's expert technical team. Minimize downtime and keep your projects on track, even when facing complex technical challenges.

## 03 Insights for a competitive edge

Leverage ongoing evaluation of support requests to identify opportunities for improvement. These data-driven insights translate directly into targeted training and workflow optimizations, ensuring maximum efficiency and ROI.

## 04 Optimize business continuity

Easily onboard new admins and continuously align your operations with Procore as your business needs evolve, ensuring uninterrupted day-to-day operations.

## 05 Technical Advisory Support

There's nothing more frustrating than repeating yourself. Your Premier Support Technician understands your systems and will proactively work with Procore's technical teams to resolve your issues.



**There has never been a management system or software that provides the same level of support as we get with Procore Premier Support.** That's solely because of the Premier Support team. If I'm working on anything, I know I can email Leah and she jumps right in! She's almost an extension of our team at Alberici.

 **Gabrielle Robitaille** | CONSTRUCTION TECHNOLOGY MANAGER, ALBERICI

 PREMIER SUPPORT SILVER

# Streamline and expedite your technical support experience

Fastpass your technical support tickets, including ERP connector support, by relying on your dedicated Premier Support Technician to prioritize your questions and escalations with the right teams.

**2** HOURS

Max response time for most support requests

**12** POWER USERS

Seats designated for advanced technical needs

**24/7**

User support available

**“We can ensure we are getting our return on investment in Procore as a whole because people are using it right; they’re getting the efficiency we’ve promised them from the get-go.”**



**Gabrielle Robitaille**

CONSTRUCTION TECHNOLOGY MANAGER  
ALBERICI

## 01 Your Procore support quarterback

With a dedicated advocate, all your Procore support needs will funnel through your technician – ensuring questions and escalations are handled with the right context and attention.

## 02 Jump to the top of the queue

Your technical requests are flagged, captured, and prioritized by your Premier Support Technician. They work expedite resolution by the right team.

## 03 Support that understands you

There’s nothing more frustrating than repeating yourself. Your Technician understands your systems and will proactively work with Procore’s technical teams to resolve your issues.



**Ready to maximize your experience with the Procore platform?**

Contact your Procore Account Manager today to learn more about Premier Support.



**PREMIER SUPPORT SILVER**

# What's Included

Compare Procore Support options, at a glance.

| PREMIER SUPPORT SILVER                |  |
|---------------------------------------|--|
| Named Premier Support Technician      | -  |
| End User Usage & Support Insights     | ✓  |
| Tailored Product Beta Recommendations | ✓  |
| Power Users                           | 12 seats, 24/7   |
| Response Time                         | 2 hours  |
| Troubleshooting                       | Procore Base Product + Betas<br>+<br>Custom Solutions, RAS, Training Center,<br>Analytics, WFP & Tech Services |
| Insights                              | Support Data + Usage + Industry Comps in<br>Enhanced Review  |
| Dedicated Frontline                   | Available to all users & collaborators, 24/5   |