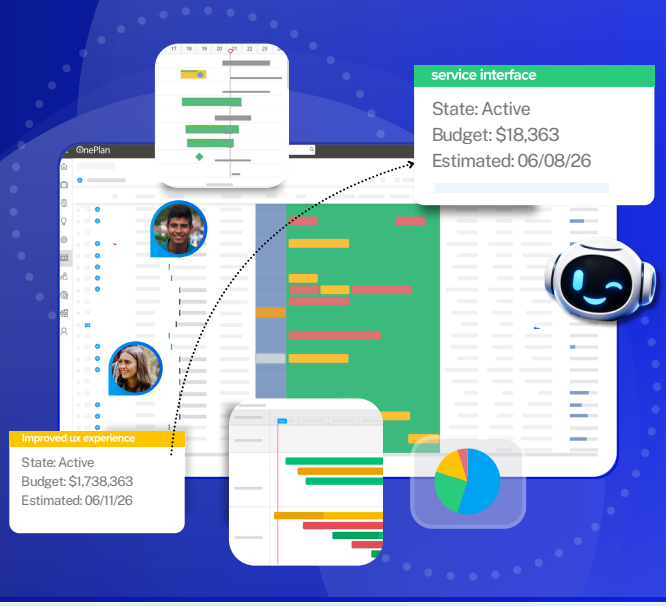
OnePlan

OnePlan Success Packages

Guidance, support, and strategic partnership tailored to how your organization uses OnePlan



Choose what fits you best

Every OnePlan subscription can be paired with a Success Package. Each one extends support, strategy, and hands-on expertise beyond the platform itself.

Which package fits depends on how your teams are putting OnePlan to work and how much of that work you want us alongside you for.

SUPPORT DEPTH

Premier

A high-touch, ongoing partnership. Faster response times and a direct line into the OnePlan roadmap.

STRATEGIC DEPTH

Advantage

The partnership that keeps your investment performing. Expertise, optimization, and strategic guidance as your needs evolve.

BOTH, COMBINED

Ultimate

Premier and Advantage in a single plan, for organizations that want maximum support and the deepest level of partnership available.

> *Since day one, our TAM has been incredibly supportive and responsive. She has a strong understanding of our team's needs and challenges, which has made collaboration efficient and productive.*
>
> - OnePlan Advantage Customer

How to choose

Start with where the biggest need is today. Each package can be added to any OnePlan subscription, and you can move up as your program grows.

Premier	You need faster, deeper support around a live environment.
Advantage	You need a named partner to help you drive adoption and optimization.
Ultimate	OnePlan is business-critical and you want both, end to end.

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What Premier delivers

A high-touch, ongoing partnership with faster responses and a direct line into the OnePlan roadmap.

Faster response times

Two-hour initial response on urgent issues, versus four hours on Standard.

Executive business reviews

Quarterly roadmap and KPI reviews with OnePlan's Customer Success team.

Learning & certification

Unlimited OnePlan Academy LMS access, plus 25% off advanced training and bootcamps.

Dev & Test environments

Dedicated non-production environments for safe testing and configuration changes.

Early access & influence

Two-week advance access to new releases and a seat on the Customer Advisory Council.

More than a ticket queue

Premier is a support relationship rather than a support queue. You get the same team, familiar with your configuration, accountable from first response through resolution, with the environments and training to keep changes safe.

Ideal for

Teams with real deadlines riding on OnePlan · Admins who need safe dev and test environments to change things with confidence · Organizations continuously onboarding and training new users · Anyone who wants prioritized response times and early sight of the roadmap.

What Advantage delivers

The partnership that keeps your investment performing: expertise, optimization, and strategic guidance as your needs evolve.

Assigned Technical Account Manager

A named TAM who knows your environment, backed by advanced troubleshooting, integration, and release guidance.

Trackable adoption

Adoption measured and reported at every level, from individual users to the executive team.

Integrations & automation

Ongoing support for API connections, custom integrations, and complex customizations.

Strategic advisory

Roadmap planning, governance guidance, and adoption strategy tied to your use cases.

Proactive optimization

Regular reviews and hands-on improvements to configuration, workflows, and performance.

Reporting & analytics

Power BI reporting support to keep decisions grounded in real data.

More than guidance

Advantage is built for organizations at every stage, from onboarding through renewal. It is the most complete support and training model on the market — not a run-of-the-mill support or managed services package.

Ideal for

Teams whose ambitions outpace their bandwidth · Anyone building advanced reporting, integrations, or custom configuration · Organizations driving adoption and process change, not just deploying software · Anyone who wants a named advisor rather than a ticket queue.

"The Advantage team was thorough and proactive, catching issues early and giving us confidence in the accuracy of our reporting."

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What Ultimate delivers

The complete OnePlan partnership, combining dedicated support, strategic guidance, and ongoing optimization in a single engagement.

Everything in both packages

Premier and Advantage combined: dedicated support, faster response, business reviews, dev and test environments, training, early access, TAM, advisory, optimization, integrations, and reporting.

One combined plan

A single point of engagement spanning strategy, optimization, and day-to-day support. Built for organizations that depend on OnePlan across multiple teams.

The complete partnership

Ultimate removes the line between support and strategy. One engagement covers day-to-day response, ongoing optimization, and long-term planning, with a single team accountable for all sides of the relationship.

Ideal for

Organizations that want a hardened platform *and* expert hands on it · Teams solving for both capacity and confidence · Anyone whose OnePlan footprint is actively growing · Everything in Premier Success and Advantage, one plan, at a lower combined rate.

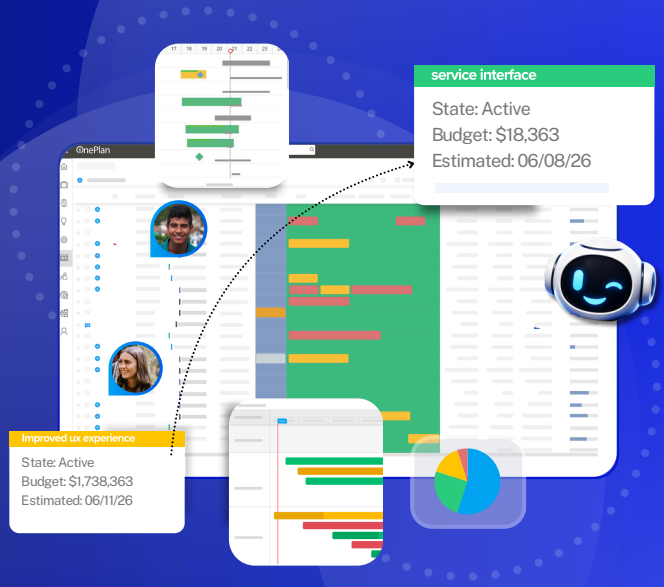
> *"The proof of concept was highly successful, and the team's responsiveness and guidance helped us move confidently toward an enterprise rollout."*

> *"The team was instrumental in resolving our reporting challenges and continues to be a trusted partner as we expand our analytics capabilities."*

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OnePlan

We've got you covered



Compare the packages

Feature or service	Premier	Advantage	Ultimate
SUPPORT AND ACCESS			
Dedicated Support Team	✓	—	✓
Faster Response Times	✓	—	✓
Executive Business Reviews	✓	—	✓
Dev & Test Environments	✓	—	✓
Learning & Certification	✓	—	✓
Early Access & CAB Membership	✓	—	✓
STRATEGY AND OPTIMIZATION			
Dedicated Technical Account Manager	—	✓	✓
Strategic Advisory	—	✓	✓
Trackable Adoption	—	✓	✓
Proactive Optimization	—	✓	✓
Integrations & Automation	—	✓	✓
Reporting & Analytics	—	✓	✓

Every Success Package is designed to keep OnePlan delivering as your needs grow.

Talk to us about the right fit · **sales@oneplan.ai** · **oneplan.ai**

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