



THE PLEX SMART MANUFACTURING PLATFORM™

PLEX CUSTOMER SUPPORT



Get the support you need, when you need it

Whether it is troubleshooting your configurations, providing usability assistance, or supporting break fix support, Plex Support Services is standing by to help.

As a dedicated Plex responder, your assigned Support Services team member will be invested in your success. When you come to us for support with a technical issue, we help you find a quick resolution by leveraging other Plex team members and departments.

Asking for help is as easy as going to the Plex Community, where you can access informative articles and fellow Plex users and can submit a case to Plex support.

Plex Support Services has a “follow-the-sun” support model for various geographical locations and languages via our Support Portal. We currently support the following languages:

- Chinese (Mandarin and Simplified)
- French (France)
- German
- Italian
- Japanese
- Portuguese (Portugal)
- Slovak (Slovakia)
- Spanish (Latin America)
- Spanish (Spain)

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What are my support options?

Support is available to you the moment you go live with Plex.

The Silver Care plan is included with your Plex subscription and provides inclusive support during business hours as well as when critical situations arise.

Premium support options include Gold and Platinum packages that furnish extra levels of support with a dedicated Technical Account Manager, faster response SLAs and mentoring sessions.

Get the Support You Need Engage with Plex support teams in ways that work for your needs and your budget.	Silver Included with every Plex module	Gold Designed for mid- to large-sized customers	Platinum Designed for mid-to large-sized customers with most demanding needs
Plex Community with 24/7 Access to Online Cases	✓	✓	✓
24/5 Case Support (24/7 for Critical Cases)	✓	✓	✓
Enhanced Ticket and Development Priority	Standard	Higher	Highest
Authorized Support Contacts	Two	Four	Six
Assigned Technical Account Manager		Reactive	Proactive
Support Services Business Review		Quarterly	Monthly
Exclusive Premium Community		✓	✓
Assigned Internal Advocate for Escalated Issues		✓	✓
Yearly Automation Fair Pass			One
Certified Platinum Support Team			✓

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How do I get access to the Plex community?

You can access the Plex Community through [plexcustomerforce.com](https://plexcustomerforce.force.com) with your existing Plex IAM credentials. Authorized contacts are able to log support cases via the community.

The Plex Community is always on 24 hours every day.

What else should I know?

You can monitor Plex status via the Plex Community Known Incidents page.

When you have a question or need help, just contact the Plex Community.

Your peers and our support team are here for you throughout your journey as a Plex customer.

When Should I Call Plex Support Services?

Phone support:

(855-Plex-800 or 855-753-9800)

is limited to critical shipping or production issues (can't ship / can't produce) affecting all users, including unavailability and data integrity issues with no workaround available.

For a list of other case priority levels, please go to:

<https://plexcustomerforce.force.com/community/s/article/Case-Priority-level>