# HyperCare

Taking Connected Planning support to the next level

You rely on Anaplan to drive faster decision-making and planning across your business every day. Make the most of your Anaplan investment with our world-class support and service available in HyperCare.

HyperCare is Anaplan's premium product support offering. Our white-glove service includes dedicated resources well-acquainted with customers' Connected Planning journeys. Our team proactively monitors their applications to identify and escalate issues at the earliest stages, and our reporting provides a more transparent view to promote customer adoption.

Accelerated problem resolution when you need it

HyperCare puts the power and knowledge of Anaplan's global team to work for you, getting you ahead of the game and your competition. Stay on top of your models with daily monitoring and alerts, weekly reporting delivered right to your workspace, preferred eligibility to new product features, and VIP access to Anaplan executives and industry leaders at our yearly conference: The Connected Planning Xperience (CPX). Plus, you'll be assigned a support resource who knows your Anaplan environment as well as you do, enabling faster problem resolution, expert modeling optimization, interactive reviews with your end users, and other services. HyperCare is included in Enterprise and available for purchase for all Professional customers.
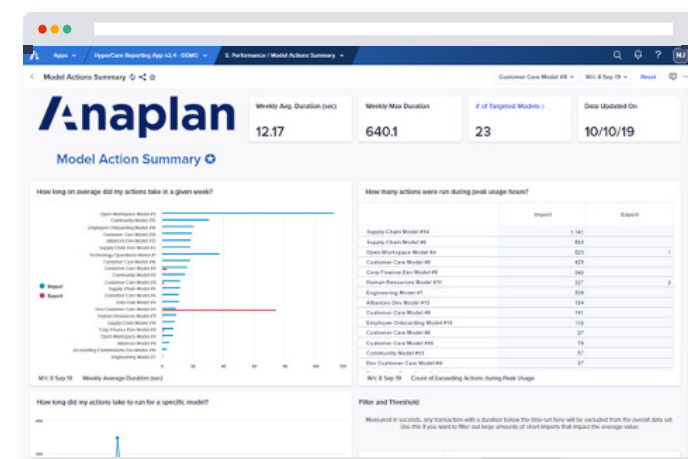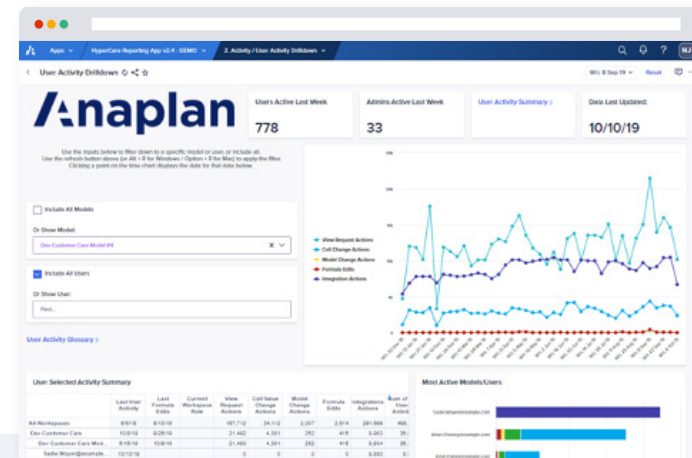
Key benefits

Expand platform adoption: Drive adoption across the business with custom insights, shared best practices, and toolkits.

- Report granular metrics and insights around user activity, model performance, structural changes, and user access
- Empower customers to troubleshoot issues with product support self-service toolkit
- Connect with other customers to share best practices and expand the center of excellence (CoE) footprint
- Improve overall Anaplan experience with usage insights and recommendations based on adoption data through HyperCare reporting model

Proactive model monitoring: Optimize model performance through continuous, proactive monitoring, reporting, and outreach from HyperCare analysts.

- Prevent incidents with continuous daily application health monitoring and reporting
- Receive proactive outreach from HyperCare support to spot anomalies whenever pre-defined threshold alerts are triggered
- Opt in for model optimization as an additional service

Receive prioritized service: Gain prioritized and higher-touch support and services.

- Accelerate first-response and resolution time for support tickets with a priority queue
- Assigned or dedicated HyperCare analysts triage any environment issues and provide regular check-ins
- Experience elevated overall support via enhanced Quarterly Support Review (QSR), user group enablement, and support cases by themes

Preferred EA eligibility: Increased engagement with Anaplan product team for potential Early Access program.

- May receive preferred eligibility and consideration to participate in Early Access (EA) and beta product programs with recommendations from HyperCare analysts

Customer Highlight

"One of the great things about HyperCare is that we receive timely and personalized support. Our assigned contact is great about jumping in and assisting with our requests to get us pointed in the right direction. He makes himself available whenever we need assistance, even when we run into issues after hours.

We also have a Hypercare model which provides usage statistics about our live models. I'm really looking forward to continuing our enhanced support to see how we can use it in making decisions about our models and user base."

Brittany Deaton,
Director of Anaplan Center of Excellence, Unum

Anaplan

HyperCare offering

Anaplan License Type	Professional	Enterprise
HyperCare — Pricing & Capabilities		
Pricing	**Contact Account Executive**	**Included**
Adoption Support		
1. HyperCare support resource	Assigned	Dedicated
2. Weekly Reporting App and Metrics	10 models	25 models
3. Center of Excellence (CoE) support	Included	Included
4. Annual end user adoption surveys and feedback session	Included	Included
5. Product Support Self-service Toolkit	Included	Included
Proactive Application Support & Health Monitoring		
1. Priority queue	First response time: *90minutes Resolution time: Six business days	First response time: *60 minutes Resolution time: Three business days
2. Daily monitoring and proactive support alerts	10 models	25 models
3. Model optimization	Two models per year	Four models per year
4. Quarterly support review (QSR)	Included	Included
Exclusive Access		
1. VIP desk & access at Anaplan events (i.e., CPX)	Included	Included
2. Preferred eligibility to product programs (i.e. early access)	N/A	Included

Response times are not applicable to Severity Level 1 issues, which will be responded to without delay

About Anaplan

Anaplan, Inc. (NYSE: PLAN) is a cloud-native enterprise SaaS company helping global enterprises orchestrate business performance. Leaders across industries rely on our platform—powered by our proprietary Hyperblock® technology—to connect teams, systems, and insights from across their organizations to continuously adapt to change, transform how they operate, and reinvent value creation. Based in San Francisco, Anaplan has over 20 offices globally, 175 partners and approximately 1,600 customers worldwide.

To learn more, visit Anaplan.com