

Nerdio Customer Success plans

We're here to ensure you succeed by providing expertise, support, and education to maximize the returns on your Nerdio investment.

Customer Success Plus: Ideal for those needing proactive engagement and 24x7x365 support. Get a one-hour response for urgent issues and a designated technical account manager to guide you through complex challenges.

Customer Success Standard: Best for those requiring support during business hours with a four-hour response time. Access online resources to help manage your operation.

Description	Standard	Plus
Pricing	Included	20% of annual subscription (\$1,000 monthly minimum)
Technical support-channels	Submission via website form with email response (or access via portal)	Dedicated phone support + submission via website form with email response (or access via portal)
Technical support-availability	AMER: 7 am to 7 pm CST (UTC-5) EMEA: 8 am to 8 pm BST (UTC+1) APAC: 8 am to 8 pm AEST (UTC+11)	Unlimited 24x7x365 access
Technical support-first response SLA	4 hours	<p>Priority 1 — (1 hour SLA): Critical incidents or requests threaten business continuity. Immediate attention and fast resolution are crucial.</p> <p>Priority 2 — (1 hour SLA): High-priority issues impact critical services, affecting multiple users. Swift attention and resolution are required.</p> <p>Priority 3 — (4 hour SLA): Medium-priority issues affecting specific users or services.</p> <p>Priority 4 — (4 hour SLA): Low-priority issues have minimal business impact.</p>
Technical account management	None	Designated technical account manager providing technical guidance on best practices, environment health checks, new feature review and implementation support, product roadmap updates, and more.
Technical training	<ul style="list-style-type: none"> Product documentation and knowledge base articles YouTube videos Certification courses Live, in-person training at Nerdio Training Camps 	Instructor-led remote training, up to four two-hour sessions (plus all features included in Standard)
Customer success services	<ul style="list-style-type: none"> Self-guided onboarding 30-day go-live success sync New feature educational webinars 	<ul style="list-style-type: none"> Designated customer success manager Live onboarding session over the first 90 days Recurring success syncs Quarterly business reviews

Choose the right plan for your business

Customer Success Plus

With Customer Success Plus, you will have 24x7x365 support coverage, a designated technical account manager (TAM), a customer success manager (CSM), and access to a set number of 1:1 training hours with Nerdio's training team. You'll receive personalized guidance tailored to your business needs, and your Nerdio team will:

- Lead you through best practices for deployment, maintenance, and feature utilization.
- Act as your advocate, managing support or product escalations and ensuring that your concerns are addressed by our teams.
- Keep you informed with regular updates on new features and improvements.
- Conduct quarterly business reviews to align with your business objectives, set goals, and ensure you're on track to achieve your objectives.
- Provide training sessions, designed to help your team get the most out of Nerdio.

Customer Success Standard

Our Standard Customer Success plan provides you with access to the support team for break-fix assistance during your business hours. Easily track all your support issues via our online Customer Help Center portal and email.

You'll also have access to a suite of self-service tools, including:

- Comprehensive product guides and documentation.
- Regular educational content and newsletters to help you stay up-to-date.
- Online training and live webinars, equipping you with the knowledge you need to succeed.
- A 30-day onboarding check-in with a customer success manager.

What our customers are saying

"I genuinely feel the Nerdio team is there to help us get the most out of the product. It's not often you encounter a vendor who gives clients so much attention or works harder to save you money across the board."

Vikki Palmer, Client Engineering Lead, Vanquis Bank

"Working with the Nerdio team has been absolutely phenomenal. Regular meetings with the Nerdio team have proven to be super helpful. Nerdio's responsiveness to tickets and product suggestions reflects its commitment to customers."

Emilie MacMullen, Product and Infrastructure Manager, UK DESNZ

"Everyone at Nerdio is so easy to work with, so fast to respond to problems, and so solutions-oriented. Nerdio is exactly what a software company should be."

Paul Heaton, CEO and Co-Founder, cubesys