

# Spin.AI Premium Support

The Expertise You Need, When You Need It

Recommended by



Google Workspace

## Challenges

Can you quickly respond to emergency situations that threaten your SaaS data?

Are you equipped with the essential resources and support to fully leverage your Spin.AI subscription?

Do you have valuable insights or feature requests that you would like to add to Spin.AI's roadmap?

## Solution

Spin.AI Premium Support ensures quick resolutions to your inquiries, assigns a dedicated customer success expert team, and provides exclusive access to the Spin.AI core executive team.

## Key Capabilities



### Maximize Product Investment

- Personalized **onboarding session**
- Designated **Customer Success Manager** and **Solutions Engineer**
- Professional services that include:
  - Workflow **automation** to save you time
  - Best practices and training
  - Up to 5 total sessions with technical expert to ensure smooth operation
- **Quarterly business reviews** with your CSM



### Emergency Response

- **24x7x365** support via custom email, live chat, and phone line
- Your tickets get **priority** escalation
- Response within **minutes**, instead of hours
- Resolution within **hours**, rather than days



### Partnership with Spin.AI

- Access to our exclusive **advisory board** to influence product roadmap
- Access to our **early adoption program** to impact new releases
- Direct access to **VP's of Sales and Product** for billing and feature requests



2M+

Business Users



1,500+

Organizations



100+

Countries



## Spin.AI Customer Reviews



Guy Erez



"The support team and sales team are incredible, accurate, fast and very responsive."



Kim Rosario



"...the expertise and responsiveness of Nor, Spin's product support specialist, have been invaluable. He has gone above and beyond to ensure that we fully understand the features and functionalities of the product, offering prompt and comprehensive assistance whenever needed."



Catherine Cole



"Great support and great product! I really appreciate the walk through to help me make sure our team account is optimized. Amazing customer service!"

To learn more about Spin.AI Premium Support, contact your account manager or email us at [support@spin.ai](mailto:support@spin.ai).

CONTACT ACCOUNT MANAGER

### About Spin.AI

Spin.AI is an innovative provider of SaaS security solutions for mission-critical SaaS apps (Microsoft 365, Google Workspace, Salesforce, and Slack). Our all-in-one SpinOne platform helps organizations mitigate risk, save time, reduce downtime, and improve compliance.