# **Spin.Al Premium Support**

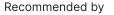
The Expertise You Need, When You Need It













## **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.Al subscription?

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

### **Solution**

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

- 24×7×365 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.Al

- · 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











































## **Spin.Al Customer Reviews**



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



"...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.Al Premium Support, contact your account manager or email us at support@spin.ai.

**CONTACT ACCOUNT MANAGER** 

#### **About Spin.Al**

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.



