

Managed services



Our team is here to **help you succeed every day.** We know one size does not fit all, so our team will work with you to get you just what you need, as your business evolves.



Standard

FREE WITH ANY PROTON
SUBSCRIPTION

Includes:

- Access to our Customer Support team via email or chat for your Proton Admins & Champions
- Access to our online Help Center
- Access to API Docs
- Access to Proton University – an on-demand video tutorial library
- Access to public office hours
- Access to public training sessions

Business

10% OF YOUR ANNUAL CONTRACT VALUE
MINIMUM \$6K/YEAR

Everything in Standard, plus:

- Ongoing business, data and eCommerce advisory
- Account maintenance
- Configuration modifications
- Data import modifications
- Ad-hoc data export requests
- Scheduled exports

Enterprise

20% OF YOUR ANNUAL CONTRACT VALUE
MINIMUM \$20K/YEAR

Everything in Business, plus:

- Private training and/or office hour sessions
- Monthly key metric reviews
- Global user access to our Customer Support team
- Dedicated Technical Account Manager
- Review of outstanding and resolved support items
- Same-day business response on all inquiries
- Product roadmap sessions

Questions? **We have answers.**

Get in touch with our team at help@proton.ai for any questions about our Managed Services plans. We'll be happy to help you select the right plan for your distribution business.