

Customer Success Plans.

Maximize your investment with the right success plan for you.

Your success is our top priority, and we offer four different levels of success plans designed to meet your individual business needs.

Basic.

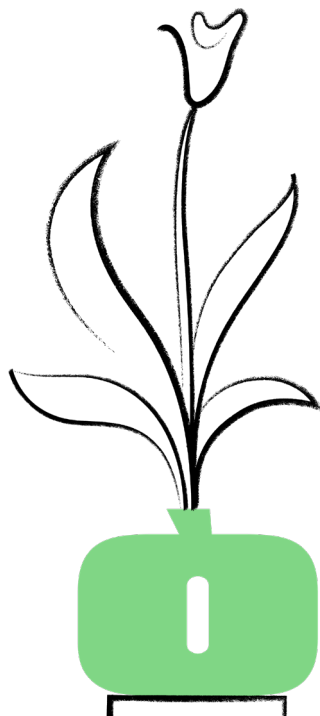
- Build your knowledge with **on-demand** resources.
- **Technical support** for issue resolution.



Learn at your own pace through our on-demand content and help center resources and get access to live chat and email support during business hours for any technical queries.

Enhanced.

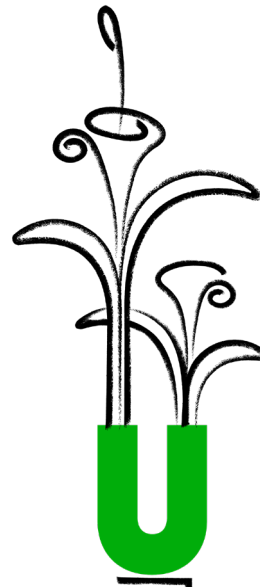
- **Dedicated email** to customer care & success team.
- Minimize disruptions with shorter response times and **increased hours**.
- Access to **self-guided resources** and content to drive success.



All the features of Basic with prioritized technical support including direct access to customer care & success representatives for any tech related queries, with faster responses times and extended operational hours.

Premier.

- **Tailored success plan** to maximize your Monotype Fonts investment.
- Empower your teams with **training and live coaching** from our product experts.
- Start off strong with **personalized configuration** of your users and font library.
- **Rapid response times** and more ways to connect with customer care and success.



Achieve your business goals faster with a tailored adoption plan, personalized platform set up and configuration to kick start productivity and backed up by further enhanced technical support.

Elite.

- Partner with a customer success manager to orchestrate and ensure **ongoing success**.
- Maximize your investment and achieve long term success with unlimited **training sessions** and best practice workshops.
- Supported day-to-day management of platform and proactive insights to **inform business decisions**.
- Stay informed with font and user activity reporting, to drive **actionable insights**.
- Highest priority for **24/7 technical support** including phone line and video calls.



Get results fast with proactive and tailored expertise, backed with our highest level of support and business priority. This plan includes a designated customer success manager to ensure seamless roll out, provide guidance on best practice and be a direct contact for ongoing success.



Starting off with confidence.

Establish a solid foundation for success with expert guidance, live demonstrations, and best practices from Monotype Fonts professionals.

Mitigate disruptions.

Focus on running your business with rapid response times and issue resolution from experts on our technical support team.

Optimized productivity.

Receive actionable insights to drive success, proactive assistance will identify opportunities to maximize your Monotype Fonts experience.

Customer Success Plans.

		Basic.	Enhanced.	Premier.	Elite.
Adoption.	Video tutorials and Knowledge Base.	✓	✓	✓	✓
	Dedicated Customer Success Manager resource.			✓	✓
	Global Customer Success Manager coverage.			✓	✓
	Bespoke onboarding and success plans.			✓	✓
	1 on 1 tailored training sessions.			✓	✓
Best Practice workshops.			✓	✓	
Set up and configuration.	Creation of font library.			✓	✓
	Configuration of user permissions and access.			✓	✓
	Bulk user invite.			✓	✓
	Assisted font library migration.			✓	✓
Ongoing administration.	Customer Success Manager check-ins.			Annually	Quarterly
	Proactive platform oversight and management.				✓
	Supported day-to-day management of users and font library.				✓
	Data monitoring and reporting.				✓
	Direct access to dedicated Monotype team via personalized email.				✓
Technical support.	Hours of support.	Mon-Fri 9am-5pm	Mon-Fri 24 hours	Mon-Fri 24 hours	Mon-Fri 24 hours
	Live chat.	✓	✓	✓	✓
	Support ticket creation.	✓	✓	✓	✓
	Dedicated email access to Customer Care & Success Representative.		✓	✓	✓
	Phone support.			✓	✓
	Video calls.				✓
	Business interruption response time.	12 hours	6 hours	4 hours	2 hours

*Adoption & set up and configuration services are initial 3 months of contract. Technical support services are 12 months.



Additional professional services available.

SSO Integration.

Assisted implementation of single sign-on.

Our team of expert Solutions Architects will help simplify single sign-on process for your team and ensure your logins are secure.

Brand and License Protection.

Safeguard your brand against unlicensed and inconsistent font usage.

Receive quarterly insights and reviews of your managed and unmanaged font usage from a license and brand compliance perspective.