

# 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.



## Business

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

Everything in Standard, plus:

Access to our Customer Success team, who:

- Actively manage business syncs
- Provide private training and/or office hour sessions
- Conduct Executive Business Reviews
- Review monthly key metrics

Access to Professional Services for ongoing maintenance:

- Ongoing business, data and eCommerce advisory
- Account maintenance and configuration modifications
- Data import modifications
- Data export requests

## 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

## Enterprise

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

Everything in Business, plus:

- Global user access to our Customer Support team via email and chat
- Assigned Technical Account Manager
- Ongoing reviews 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](mailto: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.