

# Expanded Support Offering for Vantagepoint Upgrade

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We know that as you upgrade to Vantagepoint, you will have questions and we want to make sure it is easy to ask as many questions as you need. To better support you in your upgrade, Deltek Vision customers with Standard Care will have access to **unlimited support cases for six months**. This one-time offering will help your company receive the support you need during your upgrade process through your post-upgrade transition period.

## When to Activate

We recommend initiating this expanded support one month prior to your scheduled upgrade date to cover pre-upgrade testing and through the post-upgrade change management and transition. If your solution is hosted in the cloud, we will automatically activate this support one week prior to your upgrade date, if not previously requested.

This offering is not available if you are using Launch Care for your upgrade.

## Deltek Customer Care

You're in good hands with our award-winning support to meet the needs of your business. Our analysts are ready to assist and you have 24/7 access to the Deltek Support Center and Deltek Learning Zone at <https://support.deltek.com>. On the Support Center, you can create and update cases, or chat online or request a call with a support analyst. The extensive knowledgebase library of helpful documents, tips, tricks, and FAQs is searchable for you, and the collective wisdom of thousands of Deltek users is available to tap in the Deltek community.

The support team stands ready to answer your Vantagepoint questions and can point you in the right direction if you are looking for recommendations on configurations or product training.

## How to Activate

To enable six months of unlimited support cases to better support your upgrade, contact your Upgrade Success Manager (USM), Deltek representative or partner.