Zpaper

Customer Success Editions

Integrated solutions to keep your zPaper platform transforming operations and accelerating healthcare.

All Features: ✔   Some Features: ✔   Not Included: —
Additional Cost: $

	STANDARD	PREMIER	PREMIER+	PRIORITY
	Included in all licenses	15% MRR	25% MRR	Contact Us
	1-business day response for non-urgent issues	2-business hour response for non-urgent issues	*Premier plan + access to zAdmin tasks	*30-minute response, 24/7 online and Zoom
				Dedicated infrastructure required
Success Management	✔	✔	✔	✔
Receive monthly usage reports and quarterly feature suggestions	✔	✔	✔	✔
Quarterly Business Review meetings	—	✔	✔	✔
Guidance from a zPaper Success Manager	—	$	✔	✔
Annual onsite checkup	—	$	✔	✔
Use of Customer Contractual Documents	—	—	✔	✔
Infrastructure	✔	✔	✔	✔
Proactive monitoring	✔	✔	✔	✔
Support and maintenance	✔	✔	✔	✔
zPaper access to client org	Sys Admin	$	API only / $	✔

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Support	✔	✔	✔	✔
Create a support case in the zPaper Success Community	✔	✔	✔	✔
Report Issue License (Per Org)	1	2	4 ($)	4 ($)
Call to report an issue	——	——	✔	✔
Email Support	——	——	✔	✔
Request screen share meeting to diagnose issue **1**	——	✔	✔	✔
Scheduled support review meetings - Maximum bi-weekly meetings	——	✔	✔	✔
Community	✔	✔	✔	✔
Access to the zPaper community for support case monitoring	✔	✔	✔	✔
Access to knowledge articles and training videos	✔	✔	✔	✔
Ongoing project visibility	——	✔	✔	✔

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Training Sessions	✔	✔	✔	✔
Join our experts to learn more about a zPaper topic of feature	✔	✔	✔	✔
Schedule one-on-one training session with our of experts².	$	✔	✔	✔
On-premise or client specific training	——	$	$	$
Developer Support	✔	✔	✔	✔
Get code debugging and recommendations from zPaper developers	——	$	✔	✔
Prioritized feature development	$	$	$	$
Third-party integration	——	Embedded App (e.g. DocuSign)	Platform (e.g. Conga, DTPC)	In house Solution

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zAdmin Assist	——	$	✔	✔
Assistance with zAdmin task from our team	——	$	✔	✔
Managed services options for forms work, updating action rules, etc.	——	——	✔ [3]	✔
Reserved Personnel	——	——	——	✔

1. Standard plans will have access to Zoom meetings at the request of zPaper, Premier can request a Zoom meeting, Premier+ and Priority can request a meeting using the software of their choice.

2. Premier plans can request one training session a month (max two hour class), Premier+ can request two training sessions a month (max two hour class), Priority has unlimited access to training (hours will come from the zAdmin Assist reserved hours).

3. Includes up to ten hours of managed services per month.

Contact Us

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