

# PLANVIEW INTRODUCES REMOTE ADVISORY SERVICE TO PROVIDE COST-EFFECTIVE, FAST ANSWERS TO CUSTOMER PRODUCT KNOWLEDGE NEEDS

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London — May 27, 2009 — Planview, the leading independent provider of enterprise-wide portfolio management solutions, today announced its global Remote Advisory Service™, a unique consulting and support offering that provides timely, cost-effective access to domain and product expertise to Planview Enterprise users. This innovative new service fills a critical void in traditional customer service models by bridging incident-based product support and on-premise consulting.

“The service demonstrates our strong commitment to customer success by making subject matter experts across Planview available to customers to cost-effectively provide fast answers to a broad range of everyday questions,” said Scott Hardey, executive vice president of services for Planview. “The Remote Advisory Service helps both experienced users and new customers accelerate the maturity of their PPM capabilities.”

The Remote Advisory Service is being embraced by customers, who enjoy the benefits of this streamlined approach to accessing the depth of Planview portfolio management knowledge. The service provides quick access to Planview experts to address a wide range of topics. Examples include:

- Resource Management and Capacity Planning
- Business Objects Reporting
- Strategic and Project Portfolios
- Financial Planning
- Configuration Support for New Functionality

The Remote Advisory Service is available to all Planview customers immediately. This new service is part of the company’s Platinum Service program for customers of Planview and will be a bundled component of Planview solutions. Customers can also easily purchase and schedule Remote Advisory Service session blocks via the Planview Direct customer portal.

For more information, contact [market@planview.com](mailto:market@planview.com); Planview customers can learn more at [www.planviewdirect.com](http://www.planviewdirect.com).

## About Planview

Since 1989, Planview has been a market leader and trusted partner in providing comprehensive portfolio management solutions. Planview Enterprise®, the company's leading performance management platform, combines project and portfolio management software with adaptive best practices, Planview PRISMS®, to enable better decision making and business accountability. Industry leaders such as Citi, BP, EDF, and the American Red Cross, partner with Planview to achieve their strategic business goals.

Headquartered in Austin, Texas, with offices across the U.S., Europe, and Asia-Pacific, Planview supports 550 customers in virtually every industry. Planview is privately held and has been profitable for over a decade. For more information, visit [www.planview.com](http://www.planview.com).

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For more information please contact:

James Cooper or Kim Hollingdale at Ascendant Communications  
Email: [jcooper@ascendcomms.net](mailto:jcooper@ascendcomms.net) / [khollingdale@ascendcomms.net](mailto:khollingdale@ascendcomms.net)