



The Pixel Perfect Better Plan

“ We designed the Extended Support Plans to allow clients to save time and money by not having to pay every time they needed an addition to their website, graphic design, reprint or technical support questions.”

Pixel Perfect Support Packages

From Pay-Per-Use to Unlimited add-ons and tech support incidents, Pixel Perfect Packages offer plans to help you speed deployment, reduce downtime, and accelerate adoption to your graphic design

Skinny Docs

Welcome to Pixel Perfect Support

Skinny Pixel's support solutions can maximize the return on your investment from your Skinny Pixel project, thereby enhancing your overall business performance and competitiveness. Skinny Pixel's world-class support teams can help you:

- * Save on cost for add-ons and technical support issues
- * Accelerate the implementation of your project or support solution
- * Maximize adoption of your add-on or solutions in your organization
- * Enable your business to leverage the full potential of the projects
- * Minimize costly downtime for your teams
- * Supplement your in-house IT support staff with world-class designers from Skinny Pixel

*Project Add-ons
and Support*

- **Advantages of a Support Plan**
- **How Much Does It Cost** *and The Point System Explained*
- **List of Included Add-ons and Incidents**
- **What is Covered and Not Covered**
- **Comparison Chart of Plans**
- **Technical Support Options**
- **Why and How to join Our Newsletter**

For more information

To learn more about Skinny Pixel support programs, contact your Skinny Pixel sales representative or visit http://skinnypixel.com/services/pixel_perfect_support.php.

For Support Policies: <http://skinnypixel.com/Legal/extended-support-policies.php>



Advantages of a Support Plan



Advantages:

- Pay one fee every 4 months
- Receive points to use for your add-ons and technical support
- No waiting for payment to clear before projects gets started

Discounted Add-ons:

If you need to add-on, remove, adjust, or just change a graphic from a Skinny Pixel project you could pay from \$45 to \$75 per change without a support plan.

With the Extended Support plan you pay one low quarterly fee and receive points for use at a much reduced price then a Pay-Per-Use plan.

Faster Response Times:

Get 48 hour response times to your questions, faster deployment times for your project and have no delay while waiting for your payment to clear.

Project Management Web Page:

- Log in at www.skinnypixel.com . Clients are taken to their project management page. “Your Skinny Pixel”
- Open 24-7
- “Your Skinny Pixel” allows you to manage, download your designs, pay online, quickly order, your add-ons or changes and much, much more.

Advanced Support Videos, Documents, and Tracking:

- No more reading through a text set of instructions. Pixel Perfect’s support videos show you on screen video lessons of what buttons to push and where to find information.
- Skinny’s Advanced Docs are PDF’s that contain picture or video instructions as well as voice instructions to help guide you along.
- Support Tickets offer you a way to track new and past questions and answers. Tickets are viewable instantly, 24-7

Special Offers and Sales:

- Available from “Your Skinny Pixel” client page or inside our newsletter.
- Better Plan Clients get replacement points, if their points run out, for less. \$35 per Point

Differences between having a Support Plan and Not having One:

Example:

Client request that Skinny Pixel update or add an item to their website.

Cost without a Support Plan = \$45 - \$75

Cost with a Support Plan = 1 to 3 Extended Support Points - *That is only \$25 - \$50 almost a 50% savings*

Support Clients also get an additional 10% off on some other services from Skinny Pixel



How Much Does It Cost

Better Plan Cost and Schedules:

\$300 for Four Months

Better Plan:

Receive 12 Points. Average point is worth \$45.
So you get \$540 worth of services for \$300.
You save an average of \$240 over a Pay-Per-Use.

Pixel Perfect Extended Support Plans are sold on a quarterly basis (4 months).
Discounts for purchases of 8 to 12 months of Extended Support Plans.

Upgrade to the **Best Plan** for \$500 and receive 16 points per quarter

Other Support Plan Options:

Good Plan: \$140 for 3 months

Make one add on or adjustment per month.



Point System Explained

12 Points per Quarter

Each 4 months purchased with the Pixel Perfect **Better** Plan is worth 12 points

Each request for an add-on or tech support points will be used. *(other than mistakes by Skinny)*

How many points are used each time - *Please see Types of Add-ons and Incidents Page in this document*

Extended Support Points are given on a quarterly basis, *however points can roll over into following quarters**.

What to do if points run out - Purchase more points at discounted price. \$35 per point

How to know how many points you have and are using - 2 Ways on "Your Skinny Pixel" client page and you will receive an email with point cost and used with each project request.

*some restrictions apply

For Support Policies: <http://skinnypixel.com/Legal/extended-support-policies.php>



Types of Add-ons and Incidents

Extended Support Points cover most of the add-ons or incidents you will every need.

Following pages list some examples of add-ons or incidents

-  **For Advertising**
-  **For Branding**
-  **For Websites**
-  **For Printed Products**



What is Covered

and what is not

What is Covered and What is Not Covered by the Extended Support Plan.

Covered:

Additions, deletes changes to existing Skinny Pixel Projects

Not Covered:

Services for New Projects do not fall under Extended Support System until completed.

Note: All new projects are automatically covered free for 30 days after completion

Example scenarios:

For Websites

Covered:

You have a website designed in the past by Skinny Pixel and you want to add a page, graphic, text, etc. this would be covered by the Extended Support Plan

Not Covered:

You want a New website designed and deployed by Skinny Pixel. This is not covered by the Extended Support Plan

For Advertising & Printing

Covered:

You want to reprint a brochure or have it sent to another print company.
This is covered by the Extended Support Plan

Not Covered:

You want a New brochure designed and deployed by Skinny Pixel.
This is not covered by the Extended Support Plan



For more information or questions
please contact support@skinnypixel.com



Advertising and Branding

Type of services and point cost.

Advertising

1. **Adjustments to your Current Advertizement** (*Counts as ? points*)
2. **Full File Support** - *email or disk (Counts as 2 points)*
Change your designs to different file formats for your venders
3. **Profession Printer Services Support** -
We deal directly with your Professional Print Service (Counts as 1 points)
4. **Color Changes to your designs** (*Counts as 1 points*)
5. **Slogan Added or Removed** (*Counts as 2 points*)
6. **Text update: Font Exchange** (*for you computer*) (*Counts as 1 points*)
7. **Send Vectored Scalable Logo** (*Counts as 1 points*)
8. **Send Bitmapped Logo** (*Counts as 1 points*)
9. **Custom made HUH? Video** (*Counts as 3 points*)
10. **Remote Assist Session:** (*Counts as 5 points*)
11. **Replacement a Skinny Disk** (*Counts as 2 points*)



This package can be customized to fit your specific needs.

Branding

1. **Add a person to you current business card** (*Counts as 1 points*)
2. **Place or Move your logo on something** (*Counts as 1 points*)
3. **Send you logo or stationary by email** (*Counts as 1 points*)
4. **Full File Support** - (*Counts as 1 points*)
Change your designs to different file formats for your venders
5. **Full Profession Printer Services Support** - (*Counts as 1 points*)
We deal directly with your Professional Print Service
6. **Color Changes to your designs** (*Counts as 1 points*)
7. **Slogan Added or Removed** (*Counts as 2 points*)
8. **Text update: Font Exchange** (*for you computer*) (*Counts as 1 points*)
9. **Vectored Scalable Logo Formats** (*Counts as 1 points*)
10. **Custom made HUH? Video** (*Counts as 3 points*)
11. **Remote Assist Session:** (*Counts as 5 points*)
12. **Replacement a Skinny Disk** (*Counts as 2 points*)



This package can be customized to fit your specific needs.

As every project is unique these point values are approximations.



Websites and Prints

Type of services and point cost.

Websites

1. **Add/Change a page - Current Template** (Counts as 2 points)
2. **Add a Product** - (Counts as 2 points)
3. **SEO Optimizing:**
Changing Description, Meta Tag, Title (Counts as 1 points)
4. **Web site report: Who is visiting** (Counts as 2 points)
5. **Submit to a search engine** (Counts as 2 points)
6. **Add/Change an address to you Google Map** (Counts as 1 points)
7. **Add/Change a Picture** (Counts as 1 points)
8. **Link updating** (Counts as 1 points)
9. **Text updates: 200 words You supply.** (Counts as 1 points)
10. **Send out Your Website Key and information** (Counts as 1 points)
11. **Custom made HUH? Video** (Counts as 3 points)
12. **Remote Assist Session:** (Counts as 5 points)
13. **Replacement a Skinny Disk** (Counts as 2 points)

This package can be customized to fit your specific needs.



Printed Products

1. **Re-Order Prints of a Current Design** (Counts as 1 points)
2. **Send Files to Another Printer - Email or Disk** (Counts as 2 points)
3. **Color Changes** (Counts as 1 points)
4. **Paper Changes** (Counts as 1 points)
5. **Custom made HUH? Video** (Counts as 3 points)
6. **Remote Assist Session:** (Counts as 5 points)

This package can be customized to fit your specific needs.



As every project is unique these point values are approximations.



Support Plans Comparison Chart

Pixel Perfect Support Packages

Plans	Pay-Per-Use	Good Plan	Better Plan	Best Plan	Complete Plan
Cost	\$45 to \$75+	\$140	\$300	\$500	Customized to Fit
Points	0	8	12	16	Customized to Fit
Contract period	0	3 Months	4 Months	4 Months	Customized to Fit
Support Channels	Support Ticket Email Phone	Support Ticket Email	Support Ticket Email Phone Custom Videos	Support Ticket Email Phone Custom Videos Remote Assist	Customized to Fit
Targeted response times	0	72 Hours	48 Hours	24 Hours	Customized to Fit



* Note: Mission-critical support is provided by telephone 24 hours a day, 7 days a week, 365 days a year for Priority 1 issues. Noncritical issues are responded to during standard regional business hours. For more details about standard regional business hours and case priority definitions, visit <http://skinnypixel.com/Legal/extended-support-policies.php>



Tech Support Options



Client satisfaction is the Number One Priority at Skinny Pixel.

We spent over a year developing one of the most advanced customer support systems you will find from any design studio.

With advanced features such as:

Your Skinny Pixel Client Page

Download past and present proofs, track project progress, get discounts

Support Ticket System

Track present and past support questions 24 hours a day

Support Programs and Point Systems

Pay as you go or save more with a support package for add-ons and special help

Support "How to Videos"

See exactly which button to push and where to find it, pause rewind, custom made

Online Chat System

Talk to some body right away and in real time to get fast answers

Real Time Collaboration System

Move stuff around, make comments, marker on proofs while your design is there in real time

Remote Support System

Just can't do it alone? Let us help by working directly on your computer from ours



Why and How to join our Newsletter

**Make the most of your Graphic Design
with up-to-date information, discounts and tips**



- * **Discounts- Newsletter only coupons**
- * **Skinny Pixel's Newest Services**
- * **Hints For your New Design**
- * **Upcoming Sales**
- * **Free Stuff**
- * **Things you Should Know**
- * **Tips to make the most of your Web Design Updater (Contribute)**
- * **NO SPAM**
- * **Easy to Unsubscribe**

Sign up at: www.skinnypixel.com/contact/newsletter.php

