

Supporting Success

Partnering with you to ensure adoption, realize value and mitigate risk.

Digital transformation is hard, with a **70% failure rate according to McKinsey**. That's why Rossum's team of account managers and technical experts is here to support you and ensure the success of your automation journey.

We offer a basic plan and two premium Success Plans, Premier and Signature, which are designed to help you **mitigate the risk** inherent in digital transformation and **maximize value from Rossum**.

How do we bring you value?

Ensure adoption - our easy-to-use user interface (UI), highly accurate AI and user-training on updates, ensures your team quickly learns to love using our platform.

Minimize risk - regular expert consultations, continual AI supervision and technical health reviews help maintain AI performance at optimum levels.

Value realization - our Signature plan helps you maximize value from Rossum by identifying additional workflows ripe for automation through our intelligent document processing platform.

Don't just take our word for it, our G2 reviews consistently highlight our excellent customer support and easy-to-use UI:

"Rossum has a very powerful API and great embedded UI, plus fast support and flexible customizations"

"What truly sets Rossum apart is their exceptional team...they exhibited a level of professionalism, warmth, and genuine care that is hard to find in today's business world."

Which Success Plan is best for you?

We have three support levels: Standard, Premier, and Signature.

Standard (Do it yourself) - For customers who have the capacity to monitor input data quality themselves in order to maintain AI performance.

A basic support plan which comes free with the Rossum license. This includes access to an online knowledge base for developers, user-guides, webinars, and API documentation. User and technical support is also available via email.

Premier (Show me how) - For medium-size businesses that want to ensure adoption and the optimal performance of the platform over time.

In addition to Standard support, the Premier Success Plan includes user training on updates/extensions, access to technical consultations on best practice, analysis of AI performance and its potential for improvement with biannual reports.

Signature (Partner with me) - For large enterprises that have complex configuration requirements who want to scale intelligent document processing use cases across the business.

With our best in class Signature Success Plan we partner with you to maximize value from Rossum. You will have a designated Technical Account Manager (TAM), an annual review to optimize technical set-up, and quarterly Business Value reports to identify new automation opportunities and drive even more value from Rossum.

| Element | Standard | Premier | Signature |
|-----------------------------|----------|------------|-------------|
| Rossum Academy | ✓ | ✓ | ✓ |
| Rossum Newsletter | ✓ | ✓ | ✓ |
| Help Center | ✓ | ✓ | ✓ |
| API Docs | ✓ | ✓ | ✓ |
| Developer Hub | ✓ | ✓ | ✓ |
| Technical/User Support | ✓ | ✓ | ✓ |
| Rossum Expert Consultations | ✗ | 3 per year | 10 per year |
| User & Admin training | ✗ | 2 per year | 8 per year |
| AI continuous supervision | ✗ | bi annual | quarterly |
| Dedicated TAM | ✗ | ✗ | ✓ |
| Business Value reviews | ✗ | ✗ | ✓ |
| Technical Health reviews | ✗ | ✗ | ✓ |

The Rossum Platform

Contact us today for a demo walk through, and learn more about how we support you to maximize value out of our platform.

[Book a demo](#)