



PACKAGE #	1	2	3
PACKAGE NAME	Silver (25-499 Hrs)	Gold (500-999 Hrs)	Platinum (1000+ Hrs)
Areas of Support			
<b>General</b>			
US EST to PST Support, 1-800-Number, Chat Facility	No	No	Yes
E-Mail	Yes	Yes	Yes
<b>Modules In Scope</b>			
People Profile, Enterprise Jam , Recruiting, Onboarding, LMS,PMGM, Compensation and Variable Pay & Succession and Development	Yes	Yes	Yes
Employee Central	No	Yes	Yes
Employee Central Payroll (Only US & Canada)	No	No	Yes
SAP Analytics Cloud (HR Analytics)	No	No	Yes
WFP and WFA	No	No	Yes
<b>Functional (Scope)</b>			
Existing configuration enhancements and custom reports.	No	No	Yes
<b>Integration</b>	No	No	Yes
Admin and Super User Training	Yes	Yes	Yes
End User Training	No	No	Yes
Data migration and Content	No	No	Yes
<b>Support (Scope)</b>			
Q&A Guidance on Quarterly Updates/Upgrades	Yes	Yes	Yes
Ticket & Issue Research Environment	SF Test	SF Test and Production	SF Test and Production
Regular maintenance and support of your existing SuccessFactors implementation.	Yes	Yes	Yes
<b>Expiration Rules</b>			
Expiration Rule	You can only carry forward 50% of the Quarterly allocated hours to the subsequent Quarter.	You can only carry forward 50% of the Quarterly allocated hours to the subsequent Quarter.	You can only carry forward 50% of the Quarterly allocated hours to the subsequent Quarter.

Renew HR is a domain focused HR Consulting firm providing consulting services in the areas of HR Advisory, SuccessFactors consulting, Integration Services, SuccessFactors Support Services and concept-driven HR Analytics to Small and Medium customers.

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