

FariaSupport Plans for SchoolsBuddy: Essential, Standard and Premium

Maximize your school's use of **SchoolsBuddy** with FariaSupport. We provide a foundation of secure systems, global expertise, and practical resources to ensure you get the most out of your platform.

Essential Support

All SchoolsBuddy subscribers benefit from core support, services and self-service resources:

- **24/7/365 AI-Powered Assistance:** In-app, web, and mobile access to the comprehensive Help Centre.
- **Dedicated Email Support:** School-wide coverage during standard school hours.
- **On-Demand Learning:** Virtual enablement webinars and "How-to" training courses.
- **Extensive Documentation:** Resource library, case studies, and quickstart guides.
- **Systems Integrations:** Standard integrations with approved partners, including SIS, SSO and billing systems.

Standard & Premium Support Annual Subscriptions

Upgrade to receive enhanced service benefits. See SchoolsBuddy use cases below. Full details at servicehub.faria.org

Service Area	<u>Standard Support</u>  Includes all Essential features, plus:	<u>Premium Support</u>  Includes all Standard features, plus:
Staff Enablement	Virtual Training: 4 annual credits + 2 extra credits per product Staff Certification: Asynchronous pathways <i>SC Navigating schedules, PTCs & activities</i>	Virtual Training: Unlimited sessions with priority scheduling Professional Development: 8 annual FariaLearn credits for courses, coaching or onsite sessions <i>SC Optimizing parent communications</i>
Customer Support	Coverage: 24/5 global coverage with phone support Visibility: Shared support dashboard <i>SC SSO & billing configuration support</i>	Priority: Routing to specialists for expedited handling Fully managed: Hands-on support for core rollover and data maintenance tasks <i>SC Event & container maintenance support</i>
Success Services	Account Oversight: A dedicated School Experience Manager (SEM) is assigned Data Services: Basic admin data tasks <i>SC One-off site checks - Data verification</i>	Account Management: Annual site recommendations Expanded Success Services: Includes data migrations and Subject-matter expert consultations <i>SC Priority custom reports building, Data flow review</i>
Resources & Community	Community: Forum and workshop access Resources: Expanded template library <i>SC Reports library</i>	Custom Requests: Resources & Sandbox environment Events: Priority invitations and preferred pricing <i>SC School-specific videos & role-based materials</i>

Speak to your **School Experience Manager** today to discuss your support plan, or visit faria.org/fariasupport