

## FariaSupport Service Benefits

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Below is a concise overview of FariaSupport services, with a brief description of each and the plan(s) that include them.

- E - **Essential** Reliable support and self-service resources
- S - **Standard** Adds guided training and services to build confidence
- P - **Premium** A success partnership with ongoing coaching & priority support

Additional information can be found for each service item in the Faria Service Hub at [servicehub.faria.org](https://servicehub.faria.org)

### Staff Enablement

#### Virtual Enablement Calendars

Monthly schedules of product webinars and seasonal refreshers designed for both new and returning staff. (E, S, P)

#### On-demand “How-to” Courses

Self-paced video tutorials and walkthroughs covering core platform features and common tasks. (E, S, P)

**Virtual Training Credits** - Allocated credits used to book live online training sessions for staff groups. Book in on the topic of your choice, with each session running roughly 60 minutes. (E - Purchasable \$165 per session or bundled discount; S - 4 credits + 2 additional per Faria product, refresh annually, min \$900 value; P - As needed, priority booking)

#### Staff Certification Pathways

Asynchronous learning that builds confidence and validates platform competency for admins, teachers & coordinators. (S, P)

#### FariaLearn Credits

Professional development credits that can be applied toward courses, coaching, or consultations (E & S - Available for purchase; P - 8 annual credits, refresh annually. Value \$1,994)

#### Onsite Training (Available at Cost)

In-person training delivered at your school, with travel and related expenses covered by the school (1 day: \$2,000; 2 day: \$3,000, plus OPE Out-of-pocket Expenses \$1,000 per day)

### Customer Support

#### AI-powered Help Centre

Central library of searchable guides, walkthroughs, and contextual tutorials available in-app and online. (E, S, P)

#### Email Support

Support for all school-affiliated users during school business hours via email channels. (E, S, P)

### **24-hour Escalation Coverage**

Critical issues can be monitored and escalated outside standard business hours. (S, P)

### **Phone Support Coverage**

Access to real-time support over the phone during global operating hours. (S, P)

### **Support Dashboard**

A shared view of your support activity, including open requests and resolution history. (S, P)

### **Priority Support Routing**

Support requests from your school are routed directly to senior specialists to reduce time-to-resolution. (Premium only)

### **Guided Assistance & Faster Handling**

Hands-on support for data corrections or complex configuration tasks when needed. (Premium only)

## **Success Services**

### **99.8% Uptime Guarantee**

Core systems are actively monitored to ensure consistent platform performance year-round. (E, S, P)

### **SSL Encryption**

All data transmitted between users and the system is secured with industry-standard encryption protocols. (E, S, P)

### **Daily Local Backups & Data Privacy Controls**

Data is redundantly backed up and protected in accordance with regional privacy regulations. (E, S, P)

### **School Experience Manager (SEM)**

A named advisor providing oversight, guidance, and dashboards to help monitor platform adoption. (S, P)

### **Published Curriculum Library (Atlas only)**

Use pre-built curriculum content (proof of membership/purchase may be required). (S, P)

### **Professional Services Catalogue**

Scoped support for configuration changes, data preparation, and structured operational workflows.

(E - Available for purchase at \$80 per hour. S & P - Included within set scope)

Services include (Refers to all Faria products unless listed):

**Data Imports** - Bulk upload and update users, profiles, classes/courses, transcripts, activities, reports, and timetables.

**Sync Cross-Checks** - Ensure data consistency across linked platforms or integrations.

**Site Customizations** - Modify school site layouts (landing pages, branding, permissions) to meet school needs.

**Template Revisions** - Adjust in-built templates (unit plans, report cards, forms, messages etc).

**Data Services** - Perform scoped administrative or system data tasks across platforms.

**Data Cleaning** - Correct or standardize existing platform data for accuracy and usability.

**Custom Standards Crosswalks (AT)** - Map and align standards between different frameworks or school systems.

**Standards Database (AT, MB+)** - Browse and align units to over 4 million preloaded standards.

**Custom Standards (AT, MB+)** - Add or modify school-specific standards in your platform.

## Success Services Catalogue

### **Hands-on Admin/Data Task Assistance**

Support teams action specific data tasks on behalf of the school to reduce manual work (Premium only)

### **Data Migration Support**

Reduced professional services fees for large-scale data transitions or structural onboarding changes.

(E & S - Available for purchase at \$100 per hour or course, Premium - Up to 50% discount or waived within set scope)

### **Annual Account Review / Success Plan**

A yearly check-in to review platform recommendations, resulting in a simple success plan. (Premium only)

### **Subject Matter Expert & Technical Success Planning**

Dedicated support for strategic planning, workflow optimization, and complex academic or administrative configurations. (Premium only)

### **Workflow Audit & Optimisation**

Review and refine existing processes to improve efficiency, accuracy and user adoption (Premium only)

### **Custom Integrations**

Tech Support reviews and advises on linking Faria solutions with external systems. (Premium only)

**Custom Success Services** - Interested in a service not listed? Reach out to our services team to discuss. (Premium only)

## **Resources & Community**

### **Resource Library**

Guides, case studies, templates, planning tools, and workflow examples for everyday use. (E, S, P)

### **Community Forum & Workshops**

Peer learning discussions, shared resources, and themed sessions led by product specialists. (S, P)

### **Custom Resources & Sandbox Environments**

School-specific materials and test environments for staff training or workflow prototyping. (Premium only)

### **Priority Event Invites & Preferred Pricing**

Early access or reduced fees for select leadership events, roundtables and conferences. (Premium only, 20% discount)

## **Getting Started**

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Have questions or want help choosing a service? Reach out to your School Experience Manager or [contact us](#) to discuss