FariaSupport
Plans for ManageBac+

MB ManageBac+ | by **faria** Education Group

ManageBac+
The leading platform for IB & international curriculum planning, assessment and reporting

All plans include: | AI-powered Help Centre | 4M+ standards access | Email support | On-demand courses

Maximise your school's use of **ManageBac+** with FariaSupport. Each tier builds on the previous - everything in Essential is included in Standard, and Standard in Premium. Standard and Premium are charged as a percentage of your school's annual subscription.

	Essential **Included free** Self-starter Resources	Standard **Annual subscription** Training & Services	Premium **Annual subscription** Priority Partner	Use Cases Real examples from ManageBac+ schools
Staff Enablement Training, PD & certification	• Enablement Calendar (monthly webinars) • On-demand "How-to" courses AVAILABLE AT COST • *Virtual Training ($165/session)*	• **4 virtual training credits** + 2 per product (included) • FariaLearn staff certification pathways (async) Minimum $1k value	• **Full virtual training access** - priority booking, custom topics (included) • **8 FariaLearn credits** - courses, coaching Minimum $2k value	MB+ examples • Unit & Class navigation refreshers • Refining unit structures • Aligning term grading • New coordinator onboarding
Customer Support Coverage, routing & response	• Email support - business hours, entire school community • AI-powered Help Centre (24/7, in-app)	• **24/5 global phone & email coverage** • Support dashboard - escalate critical issues, track history	• **Priority routing** to senior specialists • **Faster response** & guided assistance • **Hands-on support** for complex tasks	MB+ examples • Settings & permissions guidance • Timetabling import review, class transition support
Success Services SEM, data & account mgmt	• 99.8% uptime guarantee • SSL encryption & daily local backups AVAILABLE AT COST • *Professional Services ($80/hr)*	• **School Experience Manager** • **Professional Services** - scoped, admin assistance (included)	• **Account reviews & success plans** (included) • **Up to 50% off** bulk data migrations • Subject Matter Expert consultations	MB+ examples • One-off site checks & CSV reviews • Tailored report building • Bulk standards updates
Resources & Community Library, events & content	• Resource library (guides, templates) • Case studies & quickstart guides	• **Community Forum Access** (included) • Best practices newsletter	• Custom sandbox (included) • Priority event invites & **pricing (20% off)**	MB+ examples • Reports library access • Training academy & school-specific materials

BEST FOR

Schools with experienced coordinators independently managing MB+	Schools onboarding new IB coordinators or updating curriculum workflows	Schools handling complex transitions, reporting overhauls or multi-programme management	**Annual subscriptions** Upgrade anytime. Credits refresh annually or top up as needed.

Ready to choose your plan?
Speak to your School Experience Manager or sign up online.

servicehub.faria.org
Full plan details, booking & sign-up available online