

When you subscribe to a Faria product, you are not just getting software. **You are joining an ecosystem of support, training, professional services and resources** designed to help your school succeed from implementation through every year that follows.

## Your Faria products - one plan covers everything

<p><b>ManageBac+</b></p> <p>Curriculum, assessment, reporting &amp; timetabling</p> <p>IB, Cambridge &amp; national</p>	<p><b>OpenApply</b></p> <p>Admissions, enrolment &amp; re-enrolment</p> <p>Full application lifecycle</p>	<p><b>SchoolsBuddy</b></p> <p>Activities, events, billing &amp; parent portal</p> <p>Community engagement</p>	<p><b>Atlas</b></p> <p>Curriculum planning, mapping &amp; collaboration</p> <p>PK-12 planning</p>
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## Your journey with Faria - support at every stage

<p><b>1</b></p> <p><b>Implementation</b></p> <ul style="list-style-type: none"> <li>Dedicated Implementation Manager</li> <li>Guided setup and data migration</li> <li>Admin training before go-live</li> <li>Readiness checklist and sign-off</li> </ul> <p><b>Weeks 1-8</b> Included with subscription</p>	<p><b>2</b></p> <p><b>Go-Live &amp; Handover</b></p> <ul style="list-style-type: none"> <li>Handover to your Support team</li> <li>FariaSupport plan activated</li> <li>School Experience Manager assigned</li> <li>ServiceHub access for your team</li> </ul> <p><b>Go-live day</b> Standard / Premium activated</p>	<p><b>3</b></p> <p><b>Year-Round Partnership</b></p> <ul style="list-style-type: none"> <li>Training, support, data services</li> <li>Ongoing enablement and resources</li> <li>Annual account reviews</li> <li>Community, events and best practices</li> </ul> <p><b>Year 1 and beyond</b> Credits refresh annually</p>
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## Five service pillars - what FariaSupport covers

<p><b>Customer Support</b></p> <p>AI Help Centre 24/7 Email support 24/5 phone coverage Support Dashboard</p> <p><b>Free: email + AI</b></p>	<p><b>Staff Enablement</b></p> <p>Virtual training sessions On-demand courses Staff certification FariaLearn PD credits</p> <p><b>Paid: live training</b></p>	<p><b>Success Services</b></p> <p>Named SEM Data imports &amp; tasks Template revisions Account consultations</p> <p><b>Paid: SEM + services</b></p>	<p><b>Resources</b></p> <p>QuickStart guides Templates &amp; tools Case studies Sandbox environments</p> <p><b>Free: full library</b></p>	<p><b>Community</b></p> <p>Community Forum Regional workshops Enablement Calendar Best practices</p> <p><b>Free: webinars</b></p>
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## What you get free vs. what a plan unlocks

<p>✓ <b>Essential - included free</b></p> <ul style="list-style-type: none"> <li>AI Help Centre - searchable 24/7/365</li> <li>Email support during business hours</li> <li>On-demand "How-to" video courses</li> <li>Full resource library and QuickStart guides</li> <li>Monthly Enablement Calendar webinars</li> <li>99.8% uptime, SSL encryption, daily backups</li> </ul> <p><i>Included automatically with every Faria subscription.</i></p>	<p>☆ <b>Standard &amp; Premium - annual plans</b></p> <ul style="list-style-type: none"> <li>24/5 global phone and email coverage</li> <li>Named School Experience Manager</li> <li>Virtual training sessions (min. \$1k value)</li> <li>Professional data services included in scope</li> <li>Staff certification pathways</li> <li>Community Forum, workshops, priority events</li> </ul> <p><i>Annual subscription billed with your Faria renewal. Upgrade anytime.</i></p>
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### New to Faria? Choose your support plan early.

Schools that start with Standard or Premium from day one get more from implementation, onboard staff faster, and avoid ad hoc costs later.

[servicehub.faria.org](https://servicehub.faria.org)