

Plans and features are useful, but what does FariaSupport **feel like in practice?** Here are examples of the services schools use each day.

▶ Five real moments - one for each service pillar

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CUSTOMER SUPPORT

Standard
Premium

It is 8am on Monday and report cards are not publishing.

Your ManageBac+ coordinator calls our support line, answered by a specialist on your region's team. They can see your school's open tickets, your configuration, and your SEM's notes. The issue is resolved before class is out.

Outcome: issue resolved in under 60 minutes, before your reporting deadline.

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STAFF ENABLEMENT

Standard
Premium

Your new curriculum coordinator has never used Atlas before.

You book a 1:1 virtual training - **choose the topic, day, time**. The session is live, screen-shared, and recorded to your Support Dashboard, they walk away confident & prepared. Standard includes fixed sessions; Premium has no limit.

Outcome: new director operational within their first weeks, not their first term.

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SUCCESS SERVICES

Standard
Premium

You need 200 football results imported to SchoolsBuddy before the new term.

Your SEM coordinates a data import with the Professional Services team. You provide the CSV, they validate & import it - **no hourly charge**. Premium schools also get hands-on template revisions and configuration changes actioned directly by the team.

Outcome: data imported, validated and live - your admin team did not touch a spreadsheet.

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RESOURCES & LIBRARY

All plans

A teacher asks how to set up grade descriptors at 10pm on a Sunday.

They search the AI-powered Help Centre and find a step-by-step walkthrough with screenshots - **available 24/7**. The resource library also includes QuickStart guides, videos & FAQs. Every school, every user gets full access.

Outcome: teacher self-serves the answer in under 5 minutes, no ticket raised.

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COMMUNITY & EVENTS

Standard
Premium

Your admissions director wants to know how other schools run re-enrolment.

They join the OpenApply Forum and find a thread from 3 schools who solved the same challenge. They register for next month's **regional workshop** from the Enablement Calendar. Premium schools get priority invites & preferred pricing on select events.

Outcome: peer-validated approach adopted, no trial and error needed.

🕒 A day in the life - with a FariaSupport plan

8:00 AM	10:00 AM	1:30 PM	4:00 PM
Call support	Training session	SEM check-in	Self-serve
Report card issue flagged and resolved before school starts	New coordinator runs a live 1:1 session on timetabling	Quick call to review open tasks and plan next month's training	Teacher finds a setup guide in the Help Centre after school

✕ What schools experience on a free vs annual subscription

Essential only	Standard or Premium plan
<ul style="list-style-type: none"> ✕ Email support during business hours ✕ No phone or escalation channels ✕ Training sessions quoted at \$165 each ✕ Data tasks quoted at \$80/hr ✕ No named key contact ✕ Self-service resources & webinars 	<ul style="list-style-type: none"> ✓ 24/5 global phone and email coverage ✓ Call and speak to a specialist who knows you ✓ Virtual training sessions (min. \$1k value) ✓ Professional services scoped and included ✓ Named SEM - escalation point with school context ✓ Community Forum, workshops, best practices