Keep Your Legal Operations Performing at Their Best Long After Go-Live

Onit's Enhanced and Premium Support Offerings help your teams sustain, optimize, and evolve their solutions year after year.

Rather than managing ad-hoc requests or unpredictable scopes of work, you gain structured, proactive support. This is designed to deliver continuous improvement, faster response times, and expert guidance at every stage.

These annual service tiers provide predictable access to Onit experts, helping you plan, scale, and realize greater value from your investment as your organization grows.

How teams use Enhanced and Premium Support

With these support tiers, you no longer need to scope and contract every small change. Your team gains seamless access to Onit's support and solution specialists for:

- **Enhancing workflows, reports, and dashboards** to match evolving business needs.

- **Adjusting and maintaining integrations** for data flow and system alignment.

- **Conducting maintenance and break/fix updates** to ensure performance and stability.

- **Adding new forms, fields, or automations** as requirements change.

- **Participating in self-paced training** to strengthen internal capabilities.

- **Leveraging advisory assessments** to identify optimization and efficiency opportunities.

Whether you're expanding a single solution or running a multi-department platform, these services give your teams the flexibility and continuity they need to stay ahead.

WHY USE ENHANCED AND PREMIUM SUPPORT?

- **Predictability:** Annual, structured support helps you plan ahead and reduce surprises.

- **Speed:** Faster, defined response times for critical issues and enhancements.

- **Partnership:** Dedicated engagement through governance and advisory reviews ensures ongoing alignment.

- **Expertise:** Work with Onit professionals who understand your system, your data, and your business goals.

- **Scalability:** Support that grows with your organization, from steady-state maintenance to continuous transformation.

Customer spotlight:

Corteva used Onit's post-implementation support model to continuously improve its legal operations. By tapping into Onit's experts, the company streamlined global processes, reduced administrative workload, and empowered its legal team to focus on high-value strategic work. The result: a more agile, data-driven legal department that keeps pace with the business.

Outcomes you can expect:

- **Faster resolution of system updates and issues.**

- **Optimized configurations aligned with evolving business and regulatory needs.**

- **Ongoing enhancements and integrations that support long-term growth.**

- **Increased user adoption and engagement across teams.**

- **Stronger ROI through proactive maintenance and guided improvements.**

TALK TO YOUR ONIT REPRESENTATIVE TODAY

Find the right support tier for your organization and discover how Enhanced and Premium Support Offerings can help your team plan smarter, move faster, and achieve more.