

# Customer Questions

## Changepoint Customer Questions

**Q: Will current Changepoint customers see any immediate changes as a result of this acquisition?**

No. First, it is business as usual until closing as the companies will continue to operate independently. But even after closing, our number one priority is to continue to provide you with the service and help you need and have come to expect. Both Planview and Changepoint value delivering great customer service and helping customers achieve their desired business outcomes, and we are committed to providing continuity in the quality of the products and services delivered.

**Q: What happens to my contract / terms?**

Current active contracts and terms will remain in place for the foreseeable future.

**Q: How will this acquisition impact my product?**

We know that you rely on your Changepoint solutions to help you achieve business success, therefore providing the solutions and services you are using to help you grow and be successful will continue.

**Q: Will Planview continue to invest in the Changepoint roadmap and enhancements or will I be forced to migrate?**

As mentioned in the press release, Changepoint will join Planview as a distinct business unit led by our current CEO, Matt Scheuing. As a distinct business unit we will continue our product investment for the foreseeable future and look forward to providing you even more choice and breadth of offerings from products and integration opportunities within the extended Planview and Clarizen portfolio. We look forward to continuing to partner with you and your teams on your Portfolio, Work and Agile transformation journey.

**Q: If I want to migrate, will there be a conversion plan?**

We are very early in the organizational transition process; once closed, be assured that as our organizations work together we will look for opportunities to provide more choice and breadth in our offerings. As a combined company, we will strive to provide the smoothest conversion path possible should a customer have a desire to migrate to another product in the expanded Planview portfolio.

**Q: Do I need to sign a new or amended contract?**

No. Existing contracts and terms will be honored as part of this acquisition process.

**Q: How will support or SLAs change? Who do I call for support?**

There are no changes to service level agreements (SLAs) or to customer support processes. Customers should expect the same level of service and continue to use the same channels for support and communication.

**Q: Do I have a new Customer Success Manager or Sales Rep? If so, who is it?**

No. You will continue to have the same Changepoint Account Manager and Customer Success Manager as prior to the acquisition.

**Q: What are Planview's plans with Changepoint?**

With the pace of digital transformation accelerating, Changepoint is excited to join with Planview and Clarizen to create a market leading platform that enables organizations to better collaborate, deliver, and thrive in this new world of work. Not only will our customers soon have broader access to leading solutions from three leading providers, but we will also focus on providing even more value to you in the future as we harness the innovation from our extended resources and talent.

**Q: How does this affect my current pricing?**

There are no changes to any current contracts or pricing commitments in existing agreements.

**Q: At the end of my current contract, does pricing change?**

Pricing is always subject to change and, in keeping with past and current practice, is based on several factors, such as configurations, volumes and number of users, contract length and other contractual agreements.

**Q: Do I need to go to a new login page to access my Changepoint instance?**

No. There will be no changes to your solution instance, login page or credentials.

**Q: Is my data still secure? What happens to data security model?**

Your data is secure as there are no contemplated changes to Changepoint's published data privacy practices, cloud/hosting methods, or security protocols and certifications.