

“Through the use of best practices and domain expertise, our services reduce project risks and optimize performance. Infogile Global Customer Support equips companies with CERTAINITY & helps achieve high ROI on their IT investments.... “

## Global Customer Support

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*The Infogile Global Customer Support (GCS) organization provides world-class technical support that enables our customers to effectively utilize their IT Solutions to meet their business goals.*

*We provide more than just basic technical support - we are committed to delivering services that exceed your expectations and ensure an optimal return on your IT investments.*

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### Our packages consist of the following progressive levels:

**Standard Support:** It provides you with access to a world class team of Support Engineers, continuous product enhancements and state-of-the-art Web tools.

**Priority Support:** Includes extended access to technical support beyond normal business hours, as well as an aggressive response times to considerably reduce your downtime.

**Enterprise Support:** Features "follow the sun" coverage managed by your Designated Support Engineer. The Designated Support Engineer provides you with extensive product line expertise and acts as a single point of contact for your support needs. In addition to the one of the above basic plans, supplemental packages such as the Designated Support Engineer, Developer Support, and After-Hours Assistance etc. are available to meet your business needs.

**A Custom Fit for Technical Support:** Infogile's service-level offerings start with an aggressive base package and then give customers the option to select customized supplemental support services needed. Companies can later rearrange their service packages to match their ever-changing business model.

### Why Infogile

- Scalable support offerings that fit a wide range of requirements
- 24x7 technical support through Infogile ILink
- Global coverage and a local presence
- Technical support in English and in local languages wherever available
- A continuous focus on performance enhancement and quality assurance
- Functional as well as Technical

The Infogile Global Customer Support portfolio begins with one of the following three packages: Standard Support, Priority Support or Enterprise Support.

## Standard Support

Standard Support provides a fundamental level of support to maximize your ROI. With Standard Support you enjoy access to a world-class team of support engineers, continuous product enhancements and state-of-the-art Web tools. *Standard Support includes:*

### Phone Support — 8x5

Effective problem troubleshooting and timely response is essential to minimizing costly downtime. Hence, the Global Customer Support team is available Monday through Friday, 9am to 5pm local time (except major holidays), to address your technical issues or customer service matters such as billing questions and account administration assistance.

*(Local time pertains to the time zone of the Infogile office providing support.)*

### Web-based Support — 24x7

ILink is the Infogile self-service customer portal that provides you instant access to a wealth of support tools and vital product information, 24x7.

*Through ILink you can utilize:*

- Service Request reporting and tracking tool
- Diagnostic tools
- Knowledge database
- User account management
- License compliance information
- Configuration profiles
- Infogile User Forum
- Subscription to Technical Resources

### Customizations

Get the latest customizations/concepts to keep your IT solutions agile enough to keep abreast with the latest technological developments and extend the value of your software investment.

**Targeted Response Time for Production-Down Issues:** 2 business days

### Authorized Access to ILink

No matter which of the primary support services you choose — Standard Support, Priority Support or Enterprise Support — you receive an unlimited number of users with “read-only” access rights to ILink. With Standard Support, you receive from two to five (Depending on the dollar value of the software licenses you purchased) user licenses with full access to ILink, which includes the ability to download software, submit incident reports and manage system administration.

## Priority Support

Priority Support is designed to meet the support needs of organizations with business-critical production deployments. Ideal for small to medium-sized organizations with a single server location, Priority Support provides aggressive response and resolution times in order to minimize costly disruption of your business. *Priority Support contains the features of Standard Support including Continuous Product Improvements and 24x7 Web Support, plus:*

### Phone Support — 24x5 or 12x5

The Priority Support plan extends your access to technical support beyond 9am to 5pm local time. According to your business and budget needs, choose from either 24x5 or 12x5 support. *(Local time pertains to the time zone of the Infogile office providing support.)*

### Two Prescheduled Occurrences of After-Hours Support

Receive access to the technical expertise of a Infogile Global Support Engineer outside of the normal business hours designated in your contract which you pre-schedule with us. This feature is ideal when you need expert guidance on current projects such as data migrations or new site introductions.

**Targeted Response Time for Production-Down Issues:** 1 business hour

### Authorized Access to ILink

In addition to an unlimited number of users with read-only access to ILink, you receive up to 11 users with full access to ILink, which includes the ability to submit incident reports and manage system administration.



## Enterprise Support

Enterprise Support is designed to meet the needs of large, global organizations where product development is a mission-critical part of business operations. This plan features technical support available seven days a week to meet the demands of your international business. The foundation of the Enterprise Support program is the designated Support Engineer who will be your single point of contact for support issues. This senior-level support engineer possesses extensive product line expertise and will gain a detailed knowledge of your applications, environment and project plans. The result is a valuable Infogile technical resource that can help you better understand recently released products and manage your escalation. *Enterprise Support includes the features of Priority Support in addition to:*

### Worldwide Phone Support — 24x7

Because large, global organizations require access to technical resources beyond Monday through Friday availability, with Enterprise Support you can select either 24x7 “follow the sun” or 12x7 support, depending upon your unique business needs and budget.

### Highest Priority Case Handling

You will be given the highest priority for your production down issues as well as priority access to other senior Infogile technical resources through your Designated Support Engineer.

### Developer Support — 24 Hours

A Developer Support Engineer will be available to handle your customization-related questions and problems, including the diagnosis of suspected bugs in custom applications and development tools.

### Guidance on New Releases and Products

Your Designated Support Engineer will provide you with invaluable guidance on the latest releases and products that best fit your business environment.

## Supplemental Support Services

### A Custom Fit for Technical Support

Start with one of Infogile’s aggressive basic service packages — Standard, Priority or Enterprise — and add a specialized support plan to provide the highest level of support you need. As your company grows, you can rearrange your supplemental service packages to meet your ever-changing business model.

### Designated Support Engineer

The Designated Support Engineer program is designed to meet the needs of large organizations operating in complex computing environments. A Designated Support Engineer, with deep technical skills within a specific product line, acts as your central point of contact to enable prompt response to your inquiries.

*Note: A minimum of a Standard Support contract is required to be eligible for this supplemental service. For Enterprise Support customers, the Designated Support Engineer is included in the program. The program features:*

### Phone Support — 5x8

Your Designated Support Engineer will be available Monday through Friday, 9am to 5pm local time to address your technical concerns. *(Local time pertains to the time zone of the Infogile office providing support.)*

### Advanced Diagnostics

By using remote access to your environment or an in-house simulation of your environment, the Designated Support Engineer can pinpoint issues quickly for a more timely delivery of resolutions.

### Technical Review

Your Designated Support Engineer will provide you with a Technical Review every six months to help you understand your IT implementations including latest releases and assess your support activity relevant to your current business environment.

### Authorized Access to ILink

In addition to an unlimited number of users with read-only access to ILink, you receive up to five users with full access to ILink, which includes the ability to submit incident reports and manage system administration.

### Developer Support

Developer Support provides you with expert development, customization and integration advice. Designed for short-term ad hoc situations, Developer Support delivers remote consulting assistance with use of development and scripting tools. *Developer Support can be used for situations such as:*

- Assistance in creating or debugging custom code or applications
- Information on the usage and best practices of Infogile Development tools & Assistance configuring or using development tools in unsupported environments of various packages
- Walk-through of documented components, tutorials & examples & of-course Answers to questions related to modifying out-of-the box Functionality

### After-Hours Assistance

After-Hours Assistance provides you with the technical support you need outside of the normal business hours of your contract for upcoming projects such as upgrades, migrations or implementations. Infogile Support Engineer will proactively evaluate your plans, validate your system testing and review your backup and restore Procedures to avoid potential issues. This focused attention helps a smooth transition and minimize potential business interruptions while dramatically increasing the chances of project success.

Support	24x7 Web based Support	Phone Support	Custom-izations.	Coverage	Targeted Response Time for production down issues	Addl. Accounts	After Hours Coverage	Designated Support Engineer	Dev Support	Qtrly Tech Review
<b>Basic Services</b>										
Enterprise Support	Yes	Yes	Yes	24x7 or 12x7	1 business hour	Yes	Yes	Yes	Yes	Yes
Priority Support	Yes	Yes	Yes	24x5 or 12x5	1 business hour	Yes	Yes			
Standard Support	Yes	Yes	Yes	8x5	2 business days	Yes				
<b>Supplemental Services</b>										
Designated Support Engineer	Yes	Yes	Yes	5x8		Yes		Yes		Yes
Developer Support	Yes	Yes	Yes	Local business hours					Yes	
After hours Support	Yes	Yes	Yes	Extended, beyond the scope of hours determined by contract			Yes			
ILink	Yes	Yes	Yes	24x7 Self Service		Yes				

**ILink:** Reduce your Help Desk costs by using ILink, a specialized version of Infogile's Issue Tracking software ILink, to report and manage your technical issues. ILink provides a platform for your end users, Help Desk personnel and Infogile Global Support to collaborate effectively. Acting as the first line of support, your Help Desk staff will have access to specific tools available only to Infogile Support Engineers to help you reduce incident turnaround time and resolve issues more quickly.

The Infogile Global Customer Support organization maintains technical support centers in the United Kingdom, Asia Pacific & Australia, each of which contain staff who speak both English and the local language. Our offices are open Monday through Friday from 9:00 am to 5:00 pm local time, and for your convenience our staff can be contacted through a variety of methods.

To purchase a new maintenance package or For more information about Infogile products and services, contact the Infogile Sales Information Center at [business@infogile.com](mailto:business@infogile.com). To access information on internet, go to [www.infogile.com/support.htm](http://www.infogile.com/support.htm)

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