

## CUSTOMER SUPPORT

Support that works as hard as you do

Ensuring the performance of your mission critical applications is priority number one in today's enterprise. Precise Transaction Performance Management (TPM) solutions are your first line of defense against performance degradation, driving business results through transaction optimization. Ensuring the availability and effectiveness of your TPM solution can be a distraction for your already busy team. Precise Customer Support provides you the peace of mind to know that your TPM infrastructure is always operating at peak efficiency.

### Support that works as intelligently as you do

Precise provides more than post-sales support to maintain your environment. Our experienced Technical Support Engineers (TSEs) bring with them an average of 10 years of expertise with Precise technology. This knowledge and experience helps you increase uptime, reduce Total Cost of Ownership (TCO), and drive more efficiency into many aspects of your critical business applications.

*“Like our end-users, we appreciate quick response time. Precise’s sense of urgency and level of efficiency in resolving our support cases and troubleshooting issues is something we don’t see very often.”*

- Sahil Vijay, Sr Basis Administrator Thomson Reuters

### Support that works the way you do

Our support solutions are available through our globally distributed Customer Support Centers, staffed with highly trained TSEs. Following the sun, these centers are always available to our Essential Support contracted customers, so that they may receive support 24 hours a day, seven days a week, 365 days a year. Our well documented, formal handover and escalation procedures ensure that problems are handled quickly and effectively by experienced TSEs, every time.

#### Benefits

- » **PROBLEM RESOLUTION** Gain access to expert technical resources
- » **ACCESS** Take advantage of online around-the-clock self-solve support
- » **SOFTWARE UPDATES** Get the latest updates, new features, and available solutions
- » **STABILITY** Increase system performance and reduce downtime
- » **REDUCE TCO** Quicker time to resolution means less impact on your business
- » **GAIN PREDICTABILITY** Support pricing is predictable, the cost of downtime is not

## Support available where and when you need it

Available 24x7, the Precise online portal provides you comprehensive access to the latest updates, features and available solutions from our product teams and Technical Support Engineers. In addition to the solutions provided by Precise experts, online support provides you access to our Precise Community Forum, a virtual meeting place where customers, partners and Precise engineers can meet, interact and share value-added information about TPM and Precise solutions.

## Support options that adjust to your needs

Our Support options are designed to work the way you do, and fit both your business requirements and your budget.

### **BASIC SUPPORT includes:**

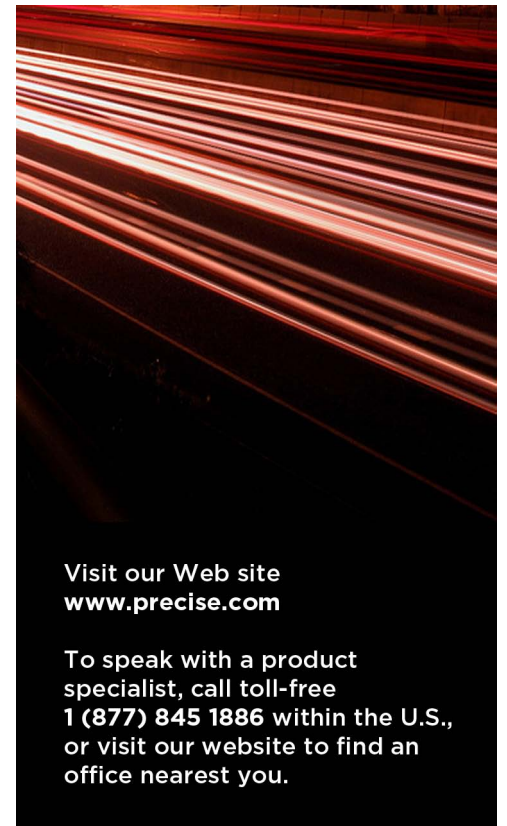
- » 8x5 telephone support during regional business hours
- » Quick access to experienced and knowledgeable support engineers
- » Access to the Precise online portal, knowledgebase and forum
- » Three convenient communication channels (email, telephone, or portal)
- » Online case management
- » Product upgrades, updates, and patches

### **ESSENTIAL SUPPORT adds:**

- » 24x7x365 telephone support
- » Expedited response times
- » Follow-the-sun case resolution for severity one issues

## About Precise

Precise delivers transaction transparency, fastest time to-repair and game-changing problem prevention to customers worldwide. With Precise business and IT can clearly see where critical transactions spend time and how well they are performing against business expectations, providing a whole new perspective on complex IT infrastructure.



Visit our Web site  
[www.precise.com](http://www.precise.com)

To speak with a product specialist, call toll-free  
1 (877) 845 1886 within the U.S.,  
or visit our website to find an office nearest you.