



Customer Support Handbook

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Purpose of this handbook

This handbook is intended to provide information on how to get assistance from Precise Customer Support and to detail the Customer Support solutions that is available from Precise. More information on the Precise Customer Support solutions can be found in your Master License agreement with Precise. This handbook provides the information needed to achieve the highest return on customer investment from Precise products and support.

Content disclaimer

This handbook is a guide provided for customer convenience and nothing in this document conveys a contractual right or a commitment from Precise Software to customer. Precise Software reserves the right to make changes to this handbook and the policies referenced in it at any time. All changes may be announced on our corporate support Website, <http://www.precise.com>, or included in future handbook editions.

How to Contact Customer Support if you have questions regarding this handbook

For any questions concerning this handbook or the policies and procedures included in it, refer to <http://www.precise.com/support>

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1. PRECISE CUSTOMER SUPPORT SOLUTIONS

Precise software products are deployed in enterprise environments as business-critical solutions – Precise Customer Support is an integral part of that overall solution.

Precise Customer Support offers a full range of proactive, customer-driven, customer-centric, responsive solutions to ensure that the maximum return on customer technology investment is achieved. These support solutions are available through our globally distributed Customer Support Centers, staffed with highly trained Technical Support Engineers (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.

The level of support that is required by our customers often depends on their level of investment in Precise products and their desired level of partnership with Precise. Many of our customers use Precise products to support business-critical applications and data. Precise Customer Support enables customers to choose the support level that best suits their needs and corporate requirements.

PRECISE CUSTOMER SUPPORT SOLUTION

Precise Essential Support

- Access to technical support provided by telephone or email on a 24x7 basis
- Continuous Efforts Problem Resolution Engineering (available upon request for Severity 1 Cases only)
- Access to the Precise technical support Website
- Delivery of HotFixes and patches

Precise Basic Support

- Access to technical support provided by telephone from 8 a.m. to 6 p.m. during the normal business week of, and in accordance with statutory holidays of, the country where the software is installed
- Delivery of HotFixes and patches

Table 1 - Matrix of Precise support offerings

SUPPORT OFFERING	BASIC SUPPORT	ESSENTIAL SUPPORT
Telephone and Electronic Support	Regional Business Hours Only	(24 x 7)
Software Upgrades/Patch Releases	X	X
Eligibility for Remote eSupport	X	X
Web Knowledge Base	X	X
Follow-the-Sun Case Resolution		X For severity 1 cases only

1.1 PRECISE CUSTOMER SUPPORT OFFERINGS DEFINED

Telephone and Electronic Support

Telephone and electronic support allows customers to contact their local Precise Customer Support center for assistance. A list of support contact numbers can be found at <http://www.precise.com/support>. Electronic Support allows customers to submit a case through our Web site <http://www.precise.com/support> and e-mail support@precise.com and our TSE will contact you. To know what customer eligibility is, please refer to Table 1.

Software Updates/Upgrades and Patch Releases

Receive the latest Precise product and version releases deployed in customer business. Customers are entitled to updates, upgrades, patches, and HotFixes, ensuring that the Precise solution is continuously up-to-date.

Eligibility for Remote eSupport

Remote support services allow the customer and the Customer Support staff to connect to systems interactively to investigate and resolve issues. This significantly reduces the time and effort for diagnostics, troubleshooting, and case resolution.

Web Knowledge Base

The Precise Web Knowledge Base is an on-line document resource center that can be found at <http://www.precise.com/support>. It contains all publicly available information on our products. Typing in customer keywords will gain immediate access to the specific topics.

Follow-the-Sun Case Resolution

Precise Customer Support offices around the world are linked through a common telephony and application infrastructure, enabling true worldwide Follow-the-Sun. For Severity 1 cases (for Essential contracts) continuous support is provided until the application is operational.

2. CONTACTING PRECISE CUSTOMER SUPPORT TO OPEN A CASE

PLEASE HAVE THE FOLLOWING INFORMATION AVAILABLE BEFORE CALLING PRECISE CUSTOMER SUPPORT TO REPORT AN ISSUE:

1. Precise Customer ID
2. Product Name and version
MPs, Patches, HotFixes installed
3. Operating system type and version
Technology type and release version (for example: Oracle 9.2.0.8)
4. The error message (either a screen capture or log)
Express Support file
5. Define Severity Level

Severity 1 – Emergency - product inoperative condition that impacts your production/business-critical operation

Severity 2 – Critical - severely affects or restricts major functionality

Severity 3 – Major - issue with no major affect on business systems

Severity 4 – Minor - minor condition or documentation error

6. Contact name, email address, telephone, and extension or pager number

3. HOW PRECISE CUSTOMER SUPPORT HANDLES CASES

The Technical support engineer will log the issue and a number will be assigned and provided to the customer. This case number will be used for tracking purposes.

How are the Severity levels defined?

Severity levels are defined as a graded significance of a product issue and the potential impact to a customer's business as determined by the customer, with the assistance of Precise.

SEVERITY LEVEL DEFINITION

Severity 1 – Emergency:

A product inoperative condition that makes the continued use of one or more functions impossible (or severely restricted) on a business-critical system and prevents customers from continued production or severely risks critical business operations. A Problem which may cause loss of data and/or restrict data availability and/or cause significant financial impact to the customer. For Severity 1 cases a Technical Support engineer will respond to a customer call within one (1) hour of a customer problem report.

Severity 2 – Critical:

A problem has been identified that severely effects or restricts major functionality. The problem is of a time-sensitive nature and is important to long-term productivity but is not causing an immediate work stoppage. No workaround is available and operation can continue in a restricted fashion. For Severity 2 cases a Technical Support engineer will respond to a customer call within two (2) hours of a customer problem report.

Severity 3 – Major:

- (1) A minor problem that does not have a major effect on business operations, or
- (2) A major problem for which an acceptable workaround exists for the customer.

For Severity 3 cases a Technical Support engineer will respond to a customer call within eight (8) hours of a customer problem report.

Severity 4 – Minor:

A minor condition or documentation error that has no significant effect on the customer's operations; additional requests/suggests for new features which are defined as new functionality in existing licensed software. For Severity 4 cases a Technical Support engineer will respond to a customer call with twenty four (24) hours of a customer problem report.

What to expect from the Precise TSE after logging a case:

Precise support will work with the customer to solve the issue using a number of methods such as log review, tracing, remote connecting etc. Support engineer and the customer will agree on a plan for troubleshooting and solution in a manner time. Customer agrees to be available to work with the engineer to resolve the issue.

Follow-the-Sun Case Resolution

Precise Customer Support offices around the world are linked through a common telephony and application infrastructure. This enables true worldwide, Follow-the-Sun Case resolution for Severity 1 issues (for Essential contracts), and thereby affording continuous support until the application is operational.

If a customer needs to speak to a TSE outside of the normal business hours of their region and the problem is a severity 1 case, they can call the Precise Customer Support number for their country (all contact numbers can be found on our Website at <http://www.precise.com/support>) and the call will be routed to the active office.

Closing a case

Cases will be closed when the customer and Customer Support agree that a resolution has been reached.

A case may also be closed due to the following:

- The Customer informs the TSE that the case is no longer relevant.
- It is agreed by the customer and Customer Support that the issue is not a Precise issue.
- In cases where the customer fails to respond to a Customer Support request within two weeks.

4. ESCALATION PROCEDURES

Precise Customer Support offers the highest level of service to our customers, worldwide. To ensure critical cases have a clear escalation path, Precise Customer Support has defined a global escalation process.

Important:

For Precise to effectively research a Customers case and provide the fastest possible case resolution, the customer should have their Case ID(s) available when calling.

Step 1

When escalation of a critical case becomes necessary, contact Precise Customer Support for more information using telephone or e-mail detailed in our web site <http://www.precise.com/support>

Step 2

Once the customer is connected with the Technical support Team, they must identify themselves, provide their Case ID, and state that an escalation is required. An escalation occurs when an open issue becomes critical and requires management's involvement to ensure expedited awareness of the critical state of the customers business and requires an expedited response from Precise Management.

Step 3

In cases of an escalation, the engineer who owns the case will contact the support manager on duty who will take management ownership of the case. Together with the customer, the duty manager will set up the action plan that is required in order to progress with the case and will monitor its execution on a regular basis involving the engineer in charge.

5. RECEIVING UPGRADES, UPDATES, AND PATCHES

Who is entitled to receive upgrades and updates?

A customer maintaining a current support contract with Precise is eligible for new releases, upgrades, updates, patches and documentation updates of the licensed software as they are made commercially available

How do I know when a new update is available?

Please Visit our Website (<http://www.precise.com/support>) for product updates.

How do I receive my updates?

All our updates are posted on our Website and can be downloaded at www.precise.com/support. If a customer requires any media to be shipped, they should contact Precise Customer Care at customercare@precise.com.