



# Customer Support Handbook

## **Table of Contents**

Customer Support Solutions .....	4
Customer Support Offerings .....	4
Support Levels .....	4
Customer Support Features.....	5
Customer Support Scope .....	7
Professional Services Scope .....	7
Contacting Customer Support to Open a Case.....	8
How to Open and Manage Cases .....	8
Customer Support Case Management .....	10
How are the Severity Levels Defined?.....	10
What to Expect after Logging a Case .....	11
After Hours Support .....	11
Closing a Case.....	11
Escalation Procedures .....	12
Receiving Product Updates .....	13
Who is Entitled to Receive Updates? .....	13
How to Know When a New Update is Available? .....	13
How do I receive my updates?.....	13
Precise Product End of Life Policy .....	14
Customer Care.....	16

## Customer Support Handbook

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### Purpose of this Handbook

This handbook provides information on how to maximize use of Precise Customer Support and achieve the highest return on investment in Precise products and Customer Support. This handbook details the Customer Support solutions that are available from Precise. More information on the Precise Customer Support solutions can be found in your License and Support agreements with Precise.

### Content Disclaimer

This handbook is a guide provided for customer convenience and does not convey a contractual right, commitment or obligation from Precise Software Solutions (Precise) to customer. Precise reserves the right to make changes to this handbook and the policies referenced in it at any time. 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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# Customer Support Solutions

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 Support Engineers. 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.

## Customer Support Offerings

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. Customers have the ability to select the support level that best suits their business needs and corporate requirements.

## Support Levels

### Essential Support

- Access to technical support provided by telephone, email or Precise Customer Portal on a 24x7 basis
- Follow-the-Sun (available upon request for Severity 1 Cases only)
- Access to the Precise Customer Portal
- Delivery of HotFixes and patches

### 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
- Case submission via email or Precise Customer Portal at any time. Case will only be handled during hours mentioned above
- Access to the Precise Customer Portal
- Delivery of HotFixes and patches

**Table 1 - Matrix of Precise Support Offerings**

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

## **Customer Support Features**

### **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 in Table 2 and can also be found at <http://www.precise.com/support>. Electronic Support allows customers to submit a case through our Customer Portal site <http://my.precise.com> or e-mail to [support@precise.com](mailto:support@precise.com). Table 1 provides a summary of the features each Support Level provides.

### **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.

### **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 support customers only) continuous support is provided until the application is operational.

### Customer Portal

The Precise Customer Portal <http://my.precise.com> is available for case management, knowledge base searching, community forums and product updates.

### 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. All Software Upgrades and Patches are available for download at <http://my.precise.com>.

### Upgrade Help and Information

Detailed information and utilities to assist with version upgrades is available at <http://my.precise.com>. Click on *"Upgrading? Check here first!"*.

### Customer Forum and Community

Also available on the Precise Customer Portal are the Community Forums. This allows Precise customers to interact with each other as well as internal experts on various topics regarding Precise software. Go to <http://my.precise.com>, then click *"Forums"*.

### Web Knowledge Base

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

### Customer Support Scope

Customer Support is focused on resolving problems related to the functioning of all components of the Precise product suite. This includes troubleshooting errors and problems installing, configuring, and maintaining Precise Software.

### Professional Services Scope

For issues related to designing, planning or implementing Precise installations, creating customized Alert metrics, creating customized Foresight reports and training ***please contact Precise Professional Services.*** Precise Professional Services also offers world-class upgrade services as well as a Managed Services solution ideal for customers looking to eliminate risk and offload the administration and management of Precise Software. If you would like to learn more about our Professional Service offerings, please call 1-877-845-1886, email [sales@precise.com](mailto:sales@precise.com) or visit <http://www.precise.com/solutions/professional-services.asp>.

## Contacting Customer Support to Open a Case

### How to Open and Manage Cases

There are several ways for customers to contact Precise Customer Support. The criticality of the support issue will help determine the best way to create the case. The three ways to contact customer support are:

1. Customer Portal – This is the most efficient way to contact Precise Customer Support for all non-severity 1 issues. This method will allow customers to create cases and include the most detailed information of the problem encountered. In addition to creating case, the Customer Portal will allow customers to update case information. Go to <http://my.precise.com>, then Click on "Cases".
2. Email – Email case submission should only be used for minor issues. By default all cases created via email are automatically created with a severity of minor. Email is a very effective way to update case information.

Emails sent to [support@precise.com](mailto:support@precise.com) will be logged in our system in the following manner.

- a. New Case – Email sent to [support@precise.com](mailto:support@precise.com) will create a new case if the subject does not contain a *[ref]* or case number that can be matched to an existing case.
  - b. Existing Case – Replies to email from [support@precise.com](mailto:support@precise.com) will automatically be saved into the case history. Additionally, Email to [support@precise.com](mailto:support@precise.com) will automatically update an existing case if the subject of the email contains the case number. Using email for an existing case is useful for sending smaller attachments to the case. These attachments are automatically saved with the case.
3. Telephone – All Severity 1 issues should be logged via phone. A list of worldwide Technical Support toll-free numbers is available in Table 2 below.

Prior to calling Precise Customer Support, please make sure you have all the following information available for the Support Engineer:

- a. Precise Customer ID
- b. Product Name and version  
MPs, Patches, HotFixes installed
- c. Operating system type and version  
Technology type and release version (for example: Oracle 9.2.0.8)
- d. The error message (either a screen capture or log)  
Express Support file
- e. Contact name, email address, telephone, and extension or pager number

**Table 2 - Worldwide Technical Support Toll-Free Numbers**

<b>Country</b>	<b>Number</b>
US/Canada	1-877-845-1886
UK & North Ireland	0800961125
Spain, Andorra	900949786
France	0800907174
Italy	800780999
Germany	08001818319
South Africa	0800997524
The Netherlands	08000222178
Russia	81080020151972
Switzerland	0800563422
Hong Kong	800933839
Northern China	108009720084
Southern China	10812 x 4095

## **Customer Support Case Management**

The 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 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 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 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 Support Engineer will respond to a customer call with twenty four (24) hours of a customer problem report.

### What to Expect 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 eSupport etc. The Support Engineer and the customer will agree on an action plan for troubleshooting and resolving the issue in a reasonable time. The customer should be available to work with the Support Engineer to resolve the issue.

### After Hours Support

If a customer needs to speak to a Support Engineer 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 in Table 2 above or on our Website at <http://www.precise.com/support>) and the call will be routed to the active office. Severity 2 cases that are created after hours will be handled the next business morning.

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 support customers), and thereby affording continuous support until the application is operational.

### Closing a Case

Cases are closed when the customer and Support Engineer agree that a resolution has been reached. If the same issue re-occurs, the original case can be re-opened within 10 business days. After this period, a new case will need to be opened.

Cases may also be closed due to the following:

- The customer informs the Support Engineer that the case is no longer relevant
- The customer and Support Engineer agree that the issue is not a Precise issue
- The customer fails to respond to a Support Engineer request within two weeks

### 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. To facilitate this process, Precise has a Support Duty Manager available 24 hours a day. If a Duty Manager is required, one can be contacted either by calling the support numbers listed in Table 2 or by emailing [supportdm@precise.com](mailto:supportdm@precise.com). You may also ask your Precise Support Engineer to escalate your issue.

#### **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**

The Support Engineer who owns the case will contact the Support Duty Manager who will take management ownership of the case. Together with the customer, the Support Duty Manager will set up the action plan to ensure the progress of the case. The Support Duty Manager will monitor its execution on a regular basis involving the Support Engineer in charge of the case.

## Receiving Product Updates

### Who is Entitled to Receive Updates?


A customer maintaining a current support contract with Precise is eligible for updates that may include new releases, upgrades, patches and documentation updates of the licensed software as they are made commercially available. ***If you are uncertain of your support status, please contact [renewals@precise.com](mailto:renewals@precise.com).***

### How to Know When a New Update is Available?

1. **Subscribe to notifications on the Precise Customer Portal**

Update emails are available at <http://my.precise.com>. To enable notifications, login to <http://my.precise.com> and click on 'Welcome, UserName' at the top of the page to access your account profile. From within your account, select the notifications tab to manage subscriptions. Additionally you can subscribe to a specific post, post type or author at the end of an article.

2. **RSS Feeds**

The Precise Customer Portal has RSS Feeds available on specific pages. Look for the RSS feed icon () on the page then click and subscribe to the feed. Click <http://my.precise.com/forum/756231> to read the forum topic on this feature.

Additionally, you can visit our Customer Portal <http://my.precise.com> for product updates.

### How do I receive my updates?

All updates are posted on our Customer Portal and can be downloaded from <http://my.precise.com>.

### Precise Product End of Life Policy

In order to provide our valued customers with consistent and predictable guidelines for product support, Precise developed an end of life support policy for product versions reaching the end of their natural lifecycle. This end of life policy may be modified at any time at the discretion of Precise.

#### Software Products:

Beginning from the release date of any major or minor new product release, Precise will support all new product releases for 24 consecutive months of standard support and, after standard support has ceased, for 12 consecutive months of partial support. In any case, the latest generally available version of Precise software will be under standard support until superseded by a future release. Precise will notify customers at least 6 months in advance of the End of Standard Support date. Only the releases that are within the standard support period are eligible to receive product fixes and patches, as outlined in the support definitions below. In any case, it may be necessary to upgrade to the most recent release to eliminate critical problems.

#### DEFINITIONS:

**End of Life** – is the process of retiring a product release. A product will reach its end of life either by subsequent newer release (obsolescence) or Precise has decided to discontinue a product and no later version with the same functionality is commercially available from Precise. In any case, as long as the Licensee has paid all applicable Support and Maintenance fees, Precise will provide standard support for 24 months from the release date of the product and partial support for 12 months after the standard support has ended.

**Standard Support** – includes access to Precise’s customer support website with online resources such as an extensive knowledgebase, user discussion forums, technical support via phone and online case tracking, product documentation, software downloads, end of life and product alerts. Service Packs, patches, and hotfixes are delivered for each released version of software within the current end of life lifecycle. Defects with critical customer impact and without workarounds are candidates for inclusion. Only standard support provides Service Packs, patches or hotfixes, and Licensee may have to upgrade to the latest generally available release in order to receive the above resolution mechanisms. Please note, the forgoing is a general representation of Precise’s support terms and is to be used only for informational purposes. Please review your existing contract with Precise or access [http://www.precise.com/company/agreements/support\\_policies.asp](http://www.precise.com/company/agreements/support_policies.asp) for your complete support terms and conditions.

**Partial Support** – includes technical support via phone; self help access to Precise’s customer support website, knowledgebase, user discussion forums, and access to existing

product Service Packs, patches and hotfixes. No new Service Packs, patches, or hotfixes will be provided for versions that are under Partial Support.

Please note, the forgoing is a general representation of Precise’s support terms and is to be used only for informational purposes. Please review your existing contract with Precise or access [http://www.precise.com/company/agreements/support\\_policies.asp](http://www.precise.com/company/agreements/support_policies.asp) for your complete support terms and conditions. End of Partial Support – this is the date that a product will no longer be maintained or supported.

**Table 3 - End of Life Dates for Precise Products <sup>1</sup>**

<b>Product / Version</b>	<b>Release Date</b>	<b>End of Standard Support</b>	<b>End of Partial Support</b>
i3 8.0 / 8.02	8/6/2007	3/31/2010	8/6/2010
ASD 2.0	10/08/2007	3/31/2010	10/08/2010
Inquire 4.0 / 4.01	3/3/2008	3/3/2010	3/3/2011
Precise 8.5	3/15/2009	3/15/2011	3/15/2012
Precise 8.5 / ASD 2.2	3/15/2009	3/15/2011	3/15/2012
Precise 8.7	3/17/2010	3/17/2012	3/17/2013
Precise 8.8.1	7/19/2010	7/19/2012	7/19/2013
Precise 9.0	3/19/2011	Precise 9.0 will be under Standard Support until superseded by a future release or per the terms of this EOL Policy, whichever is later.	

1 – This is the most current EOL information at the time of publishing. For the latest information about the Precise EOL policy and support dates, please visit <http://my.precise.com/documents/end-life-policy>.

### Customer Care

Customer Care is available to help customers with all non technical product related questions  
Customer Care can be reached via email at [customercare@precise.com](mailto:customercare@precise.com).

#### How to obtain License keys

License keys are sent directly to customers when an order is processed. If you require the keys to be resent or have a problem with your current license key, please contact Precise Customer care at [customercare@precise.com](mailto:customercare@precise.com).

#### How to obtain Media

All media is available on our Customer Portal at <http://my.precise.com>. Certain versions of Precise are available on DVD. If a DVD is required, please contact Precise Customer care at [customercare@precise.com](mailto:customercare@precise.com).