

Definiens Support Services are designed to ensure you get the maximum value from your investment in your Definiens software. Our team of support professionals have in depth and detailed knowledge of our software, the environments in which they are used, and the best practices for successful use.

Our web 2.0 Support Portal provides a single tool for logging, updating, and viewing status of support incidents, accessing the knowledge base or subscribing to the latest product information.

The Download Center is the definitive source for the latest software and documentation updates for download. If you don't have a login send us an email to support@definiens.com.



**New Software & Versions**

- Upgrades to new versions of software
- Upgrade support and assistance
- Certifications for latest IT environments
- Access to preferential trade-ins to new products when available

**Escalation Management**

- ITIL best practice incident management
- Issue escalation and management of high priority cases
- 24x7 WEB access to Customer Support Portal including knowledge base, download center and WEB based ticket management
- Call logging and tracking (Web and email)
- Remote problem diagnosis and fixing
- License management
- Unlimited number of incidents
- Managed Response Times
- Email and WEB support business hours Monday to Friday 9.00am to 5.30 pm CET

**Support & Call Tracking**

- Bug tracking and fixing
- Software patches and distribution
- Maintenance releases

**Bug Fixing & Maintenance**

**Knowledge Base**

- Web 2.0 customer support portal
- Comprehensive online knowledge base
- Subscription and RSS based product announcements
- Online bug tracking
- Software and documentation download area
- Secure FTP for data exchange and patch distribution

**Support Priorities and Initial Response Times**

Priority	Response Time	Usage
Urgent	2 business hours	Should be assigned to situations in which the problem renders the solution inoperable or severely impacts a Go-Live date
High	4 business hours	Should be assigned to situations in which a major functionality is impaired/impacted
Normal	12 business hours	Should be assigned to problems that do not affect the production environment or the Go-Live date
Low	48 business hours	Questions or service requests, e.g. Licensing request.