SILVON SUPPORT HANDBOOK

Silvon

Simplifying The View Of Business

From Silvon's Library

MANUAL   Silvon Support Handbook

DESCRIPTION   This handbook is intended to give you an easy reference guide for support of our products. Customer satisfaction is Silvon's top priority. So much so, that nearly one-third of our employees worldwide are dedicated to implementation services, education services, customer support and customer relationship programs. These services are designed to ensure that our clients receive the most benefit from their investment in Silvon solutions.

Notice

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Silvon Support Team Overview

Silvon's Support team is available to assist customers who have a current maintenance contract. The Silvon support staff provides assistance for utilizing our products based on your specific business intelligence requirements and Silvon product configuration. The Support team provides the following assistance:

- Instructions and documentation to resolve issues with Silvon's products via e-mail, phone and CustomerNet.

- Functional explanations of Silvon products, commands and components.

- Problem determination and resolution for Silvon products including utilizing an interactive WebEx session, if necessary.

- Creation and maintenance of CustomerNet Login Access.

- Shipment of Silvon products via CustomerNet.

The Silvon Support team is not a substitute for nor capable of:

- Formal training/education on the Silvon products.

- Implementation services (implementation of product, customized programs, customized MDX & SQL statements, batch files, DTS packages, etc.).

- Troubleshooting and resolving custom implementation components such as customized programs, batch files, DTS packages, etc.

- Resolving or troubleshooting network related issue.

- Assisting with the installation of or troubleshooting of other vendor's software or hardware.

- Remote administration of the Silvon products via Interactive session.

Please contact your Silvon Account Manager or a Silvon Managing Consultant for any product education, training, implementation or remote system administration needs.

If at any time you are dissatisfied with support, please contact:

(800) 474-5866 or email product.support.usa@silvon.com

Before You Contact the Silvon Support Team

Experience shows that the best way to resolve issues quickly is to assign one person from your company to each Silvon product and have that person be the contact for Silvon Support. When reporting an issue, please document the issue and be prepared to provide the Product Support Specialist with that documentation.

When you contact Silvon Support, be prepared to provide or include:

- Your name

- Your company name

- Your e-mail address and/or telephone.

- Ticket number (regarding an existing issue)

- Product in question and release date

- Current release level of your Silvon software

- Description of the question or issue

- Supporting documentation (logs, reports, print screen and so forth)

How to Contact the Silvon Support Team

Silvon Support team hours and methods for contacting the team are described in this section.

Business Hours

Monday – Friday 7:00 a.m. to 6:00 p.m. (CST)

Online Contact

Silvon customers on maintenance may take advantage of our web site. The web site, called CustomerNet, is available 24x7. Customers with access can log and review tickets, review documents, search our knowledge base for solutions, etc.

To obtain access to this password-protected site, contact Silvon Support at product.support.usa@silvon.com.

The web address for CustomerNet is https://customernet.silvon.com.

E-mail Contact

You may send e-mail directly to Silvon Support. When you send e-mail, a return e-mail is sent to acknowledge that your correspondence has been received. Silvon Support e-mail addresses are as follows:

- **USA:** product.support.usa@silvon.com

- **UK:** product.support.uk@silvon.com

- **Australia:** product.support.au@silvon.com

Telephone Contact

To contact Silvon Support by phone, use the telephone number listed below.

For North America, South America and Asia Pacific:

- (800) 474-5866

- Available Monday – Friday   7:00 a.m. to 6:00 p.m. (CST)

What to Expect after Contacting the Silvon Support Team

If Support is contacted via CustomerNet, a ticket number is automatically created and placed directly into our call system. If Support is contacted via e-mail, by phone or fax a ticket is created by a member of the support team into our call system and you will receive a return e-mail identifying the ticket number that has been assigned. Once a ticket is created, it will be assigned to a Product Support Specialist who will contact you via e-mail or telephone based on the description of ticket.

Silvon Support uses a call routing system. When calling, use Support toll free number **(800) 474-5866** to directly access the call routing system. If you call the receptionist, you will be transferred into the call routing system so that you can speak to the first available Product Support Specialist.

A Product Support Specialist normally responds to issues within 1 hour.   The respond maybe a solution, asking for addition information or to acknowledge we received the issue. A Product Support Specialist is normally able to answer any questions you have or determine the cause of any issues you are having with a Silvon product. If the issue requires additional research or other Silvon resources, you can expect a return response based on the priority of the issue.

Ticket Numbers

Ticket numbers are assigned for tracking issues when contacting the Support Team.

Support Ticket/Call Priorities

The following are the priorities that can be assigned for your ticket.

- High – Customer Down
- ASAP – Customer High Priority
- Normal
- Low
- Enhancement Request

Product Releases

New product release information is published on CustomerNet at https://customernet.silvon.com and in our newsletter Silvon Direct.

New releases will be placed at your request on your Upload/Download Folder on CustomerNet.

Interactive Support Sessions – Remote Diagnostics

A Product Support Specialist may ask you to participate in an interactive web session. Interactive sessions are only requested if no solution is found through reviewing the customer provided supporting documentation such as job logs or via our support system knowledge base.

If we ask you to use our Interactive Support for the first time, you will need to install a plug-in on your system. This setup is only required the first time and should take less than ten minutes on a 56k dialup, and less on faster connections.

Escalating Your Support Requirements

Sometimes it may be necessary to move your support requirements forward in the queue. Product Support Specialists will always try and ensure that the appropriate action is taken. However, should you be concerned about the priority of your ticket or support requirements, immediately contact Support at:

(800) 474-5866 or email product.support.usa@silvon.com.

Using CustomerNet (Online Support)

The URL for Silvon's CustomerNET site is https://customernet.silvon.com.

Silvon customers on maintenance may take advantage of the CustomerNet web site and on-line support to:

- Search the Silvon Knowledge Base that includes product documentation, white papers, support tickets, etc.

- Access information about all of your open or closed tickets.

- Open a new ticket.

- Collaborate with other customers via discussion forums.

- Download documents and software.

- Upload and download files.

- View and register for training classes.

To obtain access to this password-protected site, contact Silvon Support at product.support.usa@silvon.com.

Extended Support

Silvon offers extended support for customers who may need assistance during non-support hours. To receive extended support, you must contact Silvon's General Manager or Support Manager prior to service and return the signed extended support agreement. A copy of the extended support agreement is included on the last page of this handbook. The prices for non-working hours are as follows:

- Minimum charge $750 for ½ day - 9AM - 1PM or 1PM - 5PM CST

- $1500 for full day - 9AM - 5PM CST

If you have any questions, please contact:
(800) 474-5866 or email product.support.usa@silvon.com

Extended Support Agreement

This agreement is for customers who need assistance during non-support hours. The hours for extended support are 9 AM to 5 PM Central Time on Saturdays and Sundays.

- Minimum charge $750 for ½ day - 9AM - 1PM or 1PM - 5PM CST

- $1500 for full day - 9AM - 5PM CST

This agreement must be completed and faxed to Silvon prior to service. If you find these terms acceptable, please fill in the information needed below and email to support at product.support.usa@silvon.com. If you have any questions, email or call support at **(800) 474-5866**.

Product to be supported: _____

Release Date: _____

Date(s) for extended Service: _____

Brief summary of what you are needing support for:

_____

_____

_____

_____

Contact Person: _____

Direct line/Phone Number with Extension: (_____) _____

Signature: _____