

PRODUCT SUPPORT

PROFESSIONAL SERVICES ORGANIZATION PROVIDES TOTAL ACCESS

Verticent understands that responding to your questions and resolving your concerns are paramount to customer satisfaction and success – that's why the Verticent Professional Services Organization (PSO) assembled a team of Product Support experts to handle any support scenario. PSO also developed a proven system for issue resolution – if you have product questions, our entire team responds with highly trained technicians and business specialists cooperating to address your concerns.

PRODUCT SUPPORT EXPERIENCE

Our technical specialists have years of programming, system design, analysis and implementation experience. Most of our technical staff members are certified PowerBuilder developers with real-world experience. Former material managers, inventory analysts, purchasing agents, accounting managers and controllers comprise our business analyst staff. In addition, many of these specialists have previous product support and software implementation experience.

Verticent understands the business processes, not from just one company's point of view, but from an industry perspective, and we use our own Verticent customer support application to track each issue. Consequently, any PSO support technician can handle your call.

CONTACTING THE PRODUCT SUPPORT CENTER

Product Support Center hours are Monday - Friday, 8:00 a.m. - 8:00 p.m. EST, except major holidays. Holiday schedules are posted at www.verticent.com.

You can contact the Product Support Center in a variety of ways: by phone, voice-mail, fax, e-mail or Internet. Whichever method you choose, we make every attempt to respond to your requests as quickly as possible – and we guarantee response within one business day if you include the following information in your message:

- Verticent product name
- Description of the issue
- Your name
- Your company name
- Your phone number
- Fax number
- Support agreement number

ONLINE SUPPORT SERVICES

Our Web site is always evolving to provide greater levels of service to you. To use Verticent's automated support services, simply access www.verticent.com and select Technical Support. If you have a current support agreement, you'll be able to access portions of the site that are exclusively for current customers. The following services are available anytime:

- Up-to-date and pertinent FAQs
- Real-time status of issue with case tracking
- Access to our Knowledgebase
- Problem reports
- Latest patches
- Latest documentation
- Enhancement requests

PRIORITIZING PRODUCT SUPPORT ISSUES

Your case will be assigned a priority status based on the nature of the issue and its impact on your business. With your help, support technicians determine the priority status. Although each reported issue is important, one that stops your production receives the highest priority. Out of fairness to other customers, similarly prioritized cases are dealt with in the order that they were received.

ESCALATING PRIORITIES

The Product Support Center automatically tracks and escalates issues via our Verticent customer support product. As cases are created, they are assigned a priority level and each priority has an associated expiration date. When the case due-date expires, the case is automatically sent to the product team leader. If the team leader does not respond, it is then transferred to the group supervisor. If the group supervisor doesn't respond, it is transferred to his or her supervisor and upward to the support director and vice president, if necessary.

QUICK REFERENCE

Telephone	1-813-229-8808
outside U.S.	011-813-229-8808
e-mail	apps_supt@verticent.com
Online	www.verticent.com
Fax	1-813-222-0886
Voice Mail	1-813-229-8808
outside U.S.	011-813-229-8808

Telephone hours are 8 a.m. - 8 p.m., Monday - Friday, except major U.S. holidays. Other services available 24 hours/day, 7 days/week.

ABOUT Verticent

Verticent provides Integrated Enterprise Response to companies around the globe. Featuring fully integrated enterprise application solutions with innovative e-commerce capabilities, the Verticent ERP *Plus* software suite enables companies to completely integrate the management of front-office and back-office operations. With Integrated Enterprise Response, companies extend their enterprise operations across the virtual supply chain and successfully respond to customers, suppliers, partners and employees around the world.

ERP *Plus* consists of five modules – Manufacturing *Plus*[™], Distribution *Plus*[™], Financials *Plus*[™], SFA *Plus*[™] and Support *Plus*[™] – developed on one common technology platform, by one provider, to deliver seamless integration and enhanced functionality.

For more information contact Verticent at (800) 251-8449, fax (813) 222-0886 or visit www.verticent.com.

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