

# Progress Technical Support Value Proposition

Month XX, 2014



# The Progress Support Story



**Progress helps turn ideas into business reality** through platforms that power our customers and partners into the future.

**Today's businesses must leverage the latest technology to compete.** New software, new tools, new features—fast.

**Innovation brings change.  
Change brings uncertainty.**

Sometimes the technology that drives business forward can hit unexpected bumps in the road.

Wherever people write software, or wherever people use it—issues will happen.

**When a business depends on software to run its business, any disruption can affect the bottom line.**

Any technical problem can become a crisis if customers and partners can't deliver on their promises.

EXPECTED

Beyond  
answering the  
call in a crisis.



NEXT LEVEL

Building an  
ongoing  
relationship to  
prevent future  
problems.



THE PROGRESS WAY

Becoming a  
trusted partner  
in shared  
success.

We prevent

**technical problems**

from becoming

**business problems**

## Progress Vision

Every new reality begins with the spark of an idea.

We help customers and partners turn ideas into business reality.

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By enhancing business productivity with the next generation of application development.

## Support Mission

We solve problems so our customers and partners can optimize the technology that powers their business.

**We are**

**ACCESSIBLE**



Engage directly with the engineers who can solve your problem, whenever you need them.



**We are**

**EXPERTS**



Work with professionals who apply years of experience to solve complex problems.

**We are**

**COMMITTED**



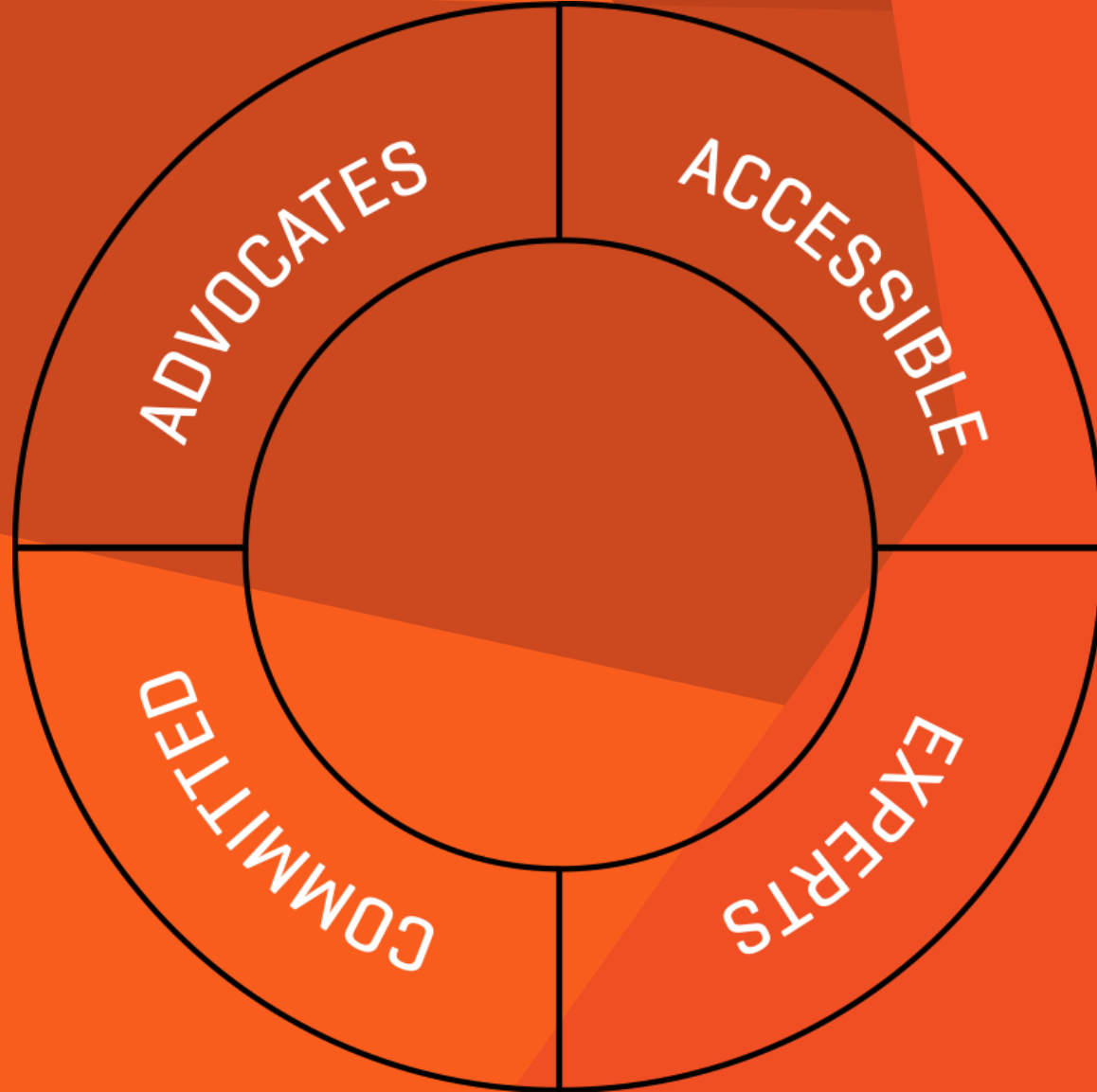
..... We own the customer experience and  
dedicate ourselves to your success.

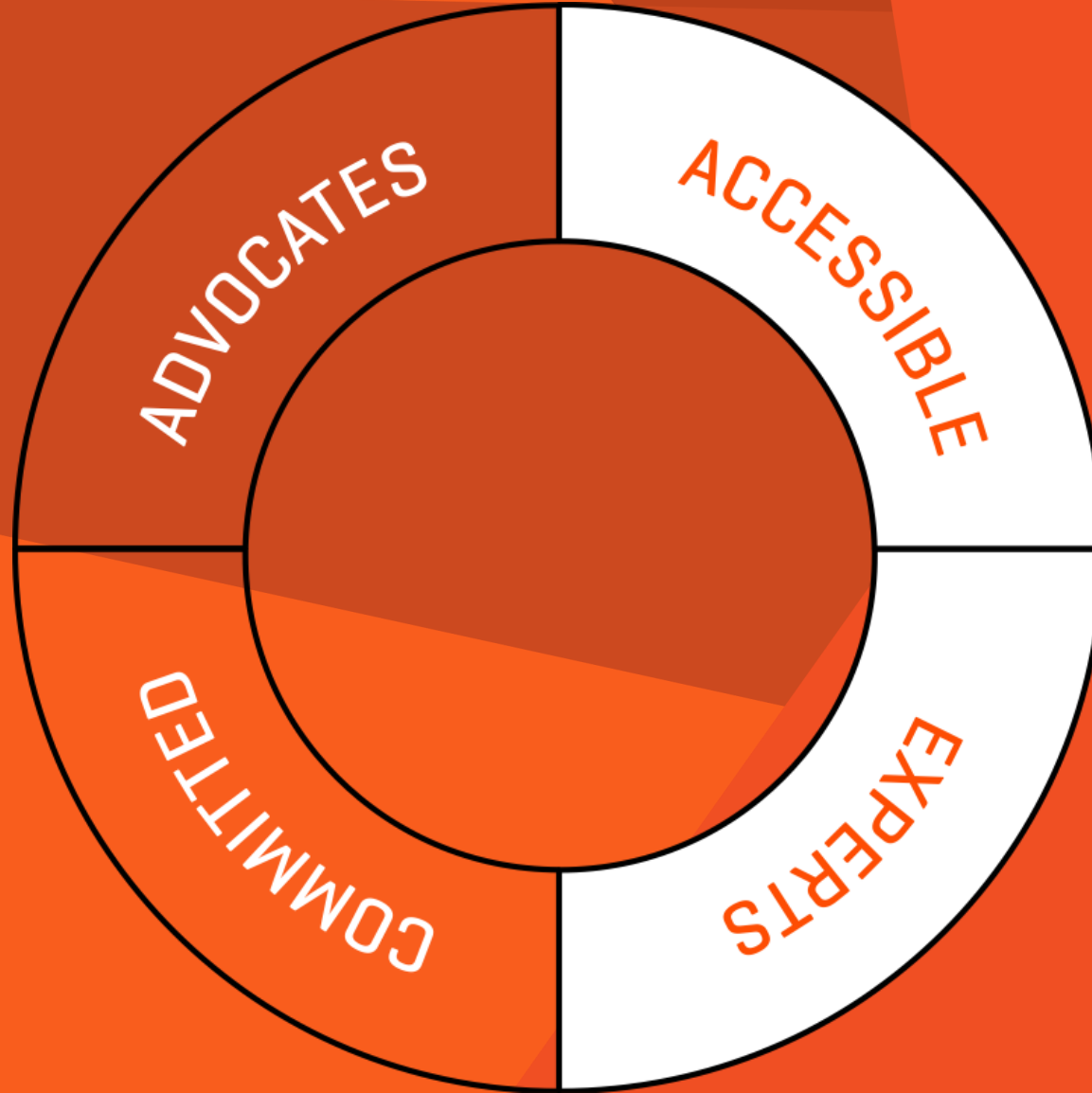
**We are**

# ADVOCATES



We know you, work on your behalf,  
and are your voice within Progress.



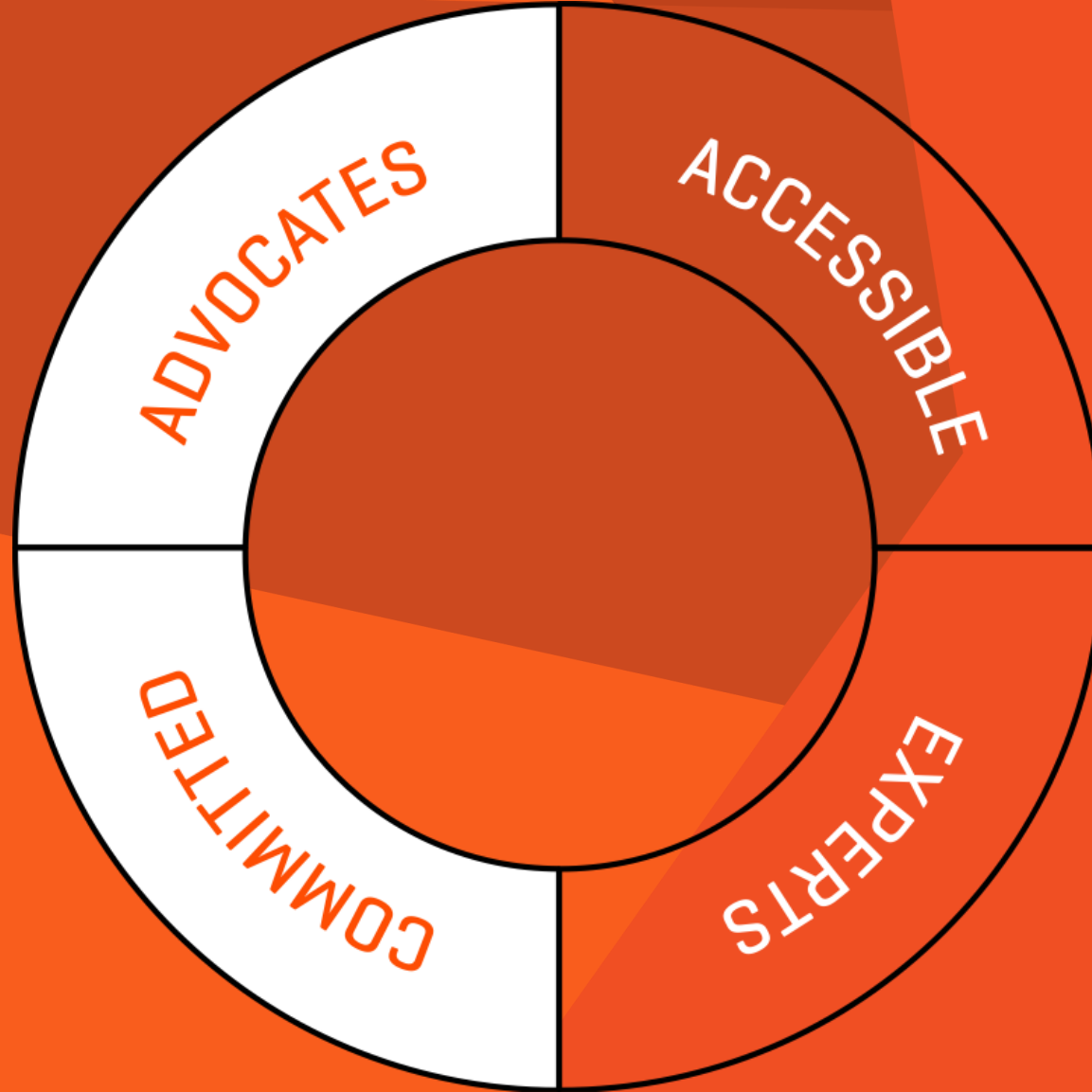


WE KNOW

OUR VALUE

WE CARE

WE KNOW



Accessible experts,  
committed advocates

# Overall Customer Satisfaction for the last 12 months

95%



# Progress Support Overview



# What Do I Get When I Purchase Support from Progress?

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- **Industry certified** technical support (7-8 years per engineer)

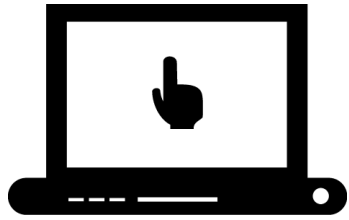


- Over 400 years combined experience
- Development-level resources
- 6 support centers worldwide
  - 2 in Americas (Bedford, MA; Morrisville, NC)
  - 2 in EMEA (Belgium, The Netherlands)
  - 2 in APJ (India, Philippines)
- 8 languages spoken

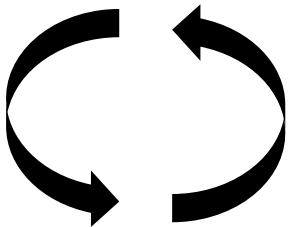
# What Do I Get When I Purchase Support from Progress?

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**24x7 SupportLink**



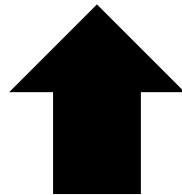
**Collaboration**  
(VMWare, TSANet)



**24x7 Phone Support**



**Patches and Upgrades**



**Knowledge Base**



**Regular Status Updates**



**Customer Support Account Manager (CSAM)**  
(Mission Critical only)



**Progress Alert Notification Service (PANS)**



# Response and Resolution

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- **Service Level Objectives (SLOs)** for
  - Timely initial response
  - Support resolution
  - Production down system restore

## Response and Resolution SLOs

Severity	Case reported via	Initial Support Response	Support Resolution
<b>Severity 1 – Production System Down</b>	Telephone	< One Hour	7 Days*
<b>Severity 2 – Restricted Operations</b>	Telephone/Web	< One Hour	14 Days
<b>Severity 3 – Question / Inconvenience / Cosmetic</b>	Web	One Business Day	21 Days

*SLO is to meet the time frames set out above, for 80% or more of customer cases.*

*\* Systems Restore SLO is 12 hours in a production environment.*

# **PROGRESS** Support Offerings

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	Standard	Mission Critical
Community support	✓	✓
SupportLink web support (24x7 follow-the-sun)	✓	✓
Phone support (24x7 follow-the-sun)	✓	✓
Designated customer support account manager (CSAM)		✓
Priority queuing of Issues		✓
On-site customer visit and customer reports		✓



# PROGRESS<sup>®</sup> Pacific<sup>™</sup> Support Offerings

		Developer	Basic	Professional	Premium	ISV/Corporate
<b>Rollbase</b>	<b>Hosted Cloud</b>	Community SupportLink <sup>1</sup> Phone <sup>1</sup>	Community	Community SupportLink <sup>2</sup> Phone <sup>2</sup>	N/A	Community SupportLink <sup>5</sup> Phone <sup>5</sup>
	<b>Private Cloud</b>	N/A	Community SupportLink <sup>3</sup> Phone <sup>3</sup>	Community SupportLink <sup>4</sup> Phone <sup>4</sup>	N/A	Community SupportLink <sup>5</sup> Phone <sup>5</sup>
<b>DataDirect Cloud</b>		N/A	Community	Community SupportLink	Community SupportLink Phone	Community SupportLink Phone Mission Critical & Custom Support Options
<b>Easyl</b>		N/A	Community	Community SupportLink	Community SupportLink Phone	Community SupportLink Phone Mission Critical & Custom Support Options

1) Minimum 5 users; 2) *Minimum 25 users*; 3) Minimum 65 users; 4) *Minimum 40 users*; 5) *Contact Sales for details*

# Self-service Support Opportunities



# Progress SupportLink

- Customer portal
- Case management
  - Create, update, close your support cases
  - Add attachments to your support case
- 24x7 electronic access (follow-the-sun)
- Search your reported problems
- Status of a defect

The screenshot shows the Progress SupportLink homepage. At the top, there is a navigation bar with the 'PROGRESSLINK' logo on the left and a search bar on the right. Below the navigation bar, there is a sidebar menu on the left with various links such as 'Getting the Most Out of SupportLink', 'Knowledge Base', and 'Log/Manage Support Case'. The main content area features the 'PROGRESS SUPPORTLINK' title and a brief description of the service. There are also sections for 'Announcements' and 'Alerts', with a specific alert dated March 10, 2014, regarding reopening cases.

The screenshot shows the Progress SupportLink case detail page for case 00266411. The page has a navigation bar at the top with 'PROGRESSLINK' and a search bar. Below the navigation bar, there is a sidebar with search options like 'Find Articles', 'Search', and 'Search Defect'. The main content area displays the case details, including the case number, environment, case status, and subject. The case status is 'Waiting on Progress' and the subject is 'Final Test - Please leave for Chris Harris'. There are also buttons for 'Edit', 'Add Comment', 'Attach File', 'Query Articles', 'Escalate Case', and 'Close Case'.



# Progress Community

- “Contribute, Share and Network”
- Forums
- Wiki
- Documents

The screenshot displays the Progress Community website. At the top, the 'PROGRESS' logo is on the left, and navigation links for 'About Progress', 'Careers', 'News & Events', 'Contact Us', and 'Worldwide' are on the right. A search bar is positioned in the top right corner. Below the logo, a horizontal menu contains 'Products', 'Resources', 'Partners', 'Customers', 'Support & Services', and 'Community'. The main content area features a large orange banner with the text 'WELCOME TO THE PROGRESS COMMUNITY' and 'Contribute, Share and Network', accompanied by a 'LEARN MORE »' button and an image of hands stacked together. Below the banner is a 'SEARCH THE COMMUNITY' search bar. The page is divided into three sections: 'Recent Posts', 'Community Groups', and 'Industry Groups'. The 'Recent Posts' section shows a post by Carol Cathwick-Wells titled 'SQL Server in the UK August 2013' with 10 comments and 15 likes. On the right side, there is a 'SIGN IN AND DISCOVER' section with fields for 'Username' and 'Password', a 'SIGN IN' button, and a 'Forgot Password?' link. Below that is a 'NOT A MEMBER?' section with a 'REGISTER NOW' button. At the bottom right, a 'TOP CONTRIBUTORS' section lists three users: Srikanth Rangavajhala (23 Posts, 23 Comments), Arin Bhomick (9 Posts, 20 Comments), and Catherine Zadzora (9 Posts).

# Knowledge Base

- Access to 33,000+ KB articles and adding ~400 more each month
- Customers can provide feedback
- Proactive notification of new KB articles and product releases (**PANS**)

The screenshot shows the Progress Knowledge Base website. At the top, there is a navigation bar with the Progress logo and links for 'About Progress', 'Careers', 'News & Events', and 'Worldwide'. A search bar is located in the top right corner. Below the navigation bar, there are five main menu items: 'PRODUCTS', 'CUSTOMERS', 'PARTNERS', 'SUPPORT & SERVICES', and 'COMMUNITY'. The main content area features a search bar with the placeholder text 'What would you like to know?' and a 'Search' button. Below the search bar, there is a breadcrumb trail: 'Home > Knowledge Base'. A large red banner with white and yellow text reads 'PROGRESS SUPPORTLINK KNOWLEDGE BASE'. Below the banner, there is a section titled 'Announcing the Downloadable Progress Knowledge Base (ProKB)!' with a sub-section 'What is ProKB?'. The text describes ProKB as a Windows-based, OpenEdge application that allows users to browse a snapshot of the Progress Knowledge Base offline. It includes an OpenEdge run-time only license, full GUI functionality, and a local database containing the entire knowledge base as it was on the date it was downloaded. This is a standalone application and does not require that you have any other Progress products or licenses installed. Unlike a prior version which contained only OpenEdge knowledge articles, the new version contains articles for all Progress product lines. ProKB is updated daily with the latest knowledge base articles and can be downloaded [here](#). On the left side of the page, there is a 'Narrow Search' section with filters for 'Product Group' (set to '--No Filter--'), 'Area of Interest' (set to '--No Filter--'), and 'Article Types' (with checkboxes for Article, Critical Alert, Product Alert, Release Notes, and Support Information). At the bottom of the narrow search section, there is a link 'Can't find what you need? Log a Case'.

# Additional Resources

- **Product Downloads and Hot Fix delivery via ESD (Electronic Software Distribution)**
- **Documentation**
  - User Guides, Release Notes
- **Support Matrices**
  - Platform and version support information

**PROGRESS**

[Software](#)  
[User Administration](#)  
Email Preferences  
Download Preferences  
[Help](#)  
[Logout](#)

**DOWNLOAD PREFERENCES**

Choose your preferred download method to be used on the download page.

**HTTPS** - secure browser-based download using SSL encryption. This is the most commonly used option.

**Akamai Download Manager** - browser plugin controlled download recommended for large files. Get the plug-in here.

In addition you can select to use the Mass Download option on the download page and/or receive email notifications.

**Mass Download** - applet-based download manager allows you to select multiple files to download at once. Requires Oracle JAVA, get the latest version [here](#).

**HOME** **FORUM** **WIKI**

**OPENEDGE GENERAL**

### OpenEdge Product Documentation O

PSDN hosts the most recent product documentation for Progress documentation is available in both PDF and HTML formats. Click documentation for your Progress or OpenEdge product. Within books or use the PSDN search mechanism to search for particular. Recent documentation categories also provide ZIP files that let time.

- [OpenEdge 11.3 Product Documentation](#)
- [OpenEdge 11.2 Product Documentation](#)
- [OpenEdge 11.1 Product Documentation](#)
- [OpenEdge 11.0 Product Documentation](#)
- [OpenEdge 10.2B Product Documentation](#)
- [OpenEdge Architect Task Map](#)
- [OpenEdge GUI for .NET Task Map](#)
- [Download 11.0 Documentation Example Procedure files](#)

### WINDOWS

#### DATADIRECT CONNECT FOR ODBC DRIVERS FOR WINDOWS

For DataDirect Connect XE for ODBC support, [click here](#)

For DataDirect Connect64 for ODBC support, [click here](#) Drivers supported on the following Windows platforms:

For DataDirect Connect64 XE for ODBC support, [click here](#)

Database	Driver	Windows			Windows Server		
		8	7	Vista XP SP2 or higher	2012	2008	2003
NOTE: The drivers support connecting to the following database versions on all platforms supported by the database vendor, unless otherwise noted. All service packs/fix packs for each listed database version are supported and all editions of the database versions are supported.							
Etrieve							
Etrieve	(See Pervasive.SQL)						
Clipper							
Clipper	dBASE	7.1.2	7.1.2	7.1.2	7.1.2	7.1.2	7.1.2
DB2							
DB2 V10.1, V10.5 for Linux, UNIX, Windows		7.1.2	7.1.2	7.1.2	7.1.2	7.1.2	7.1.2
DB2 V9.1, V9.5, V9.7							

# Contacting Technical Support



# Available via Phone or Online

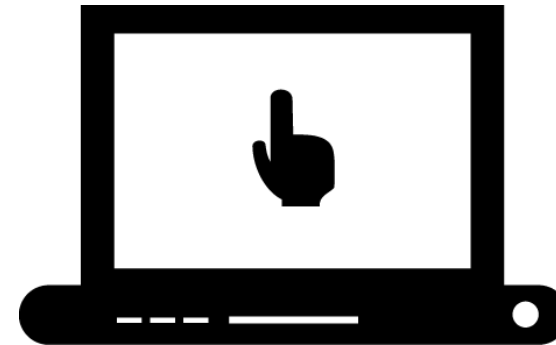
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## Phone Support



Visit [progress.com](https://progress.com) for list of regional support phone numbers

## SupportLink



<https://progresslink.progress.com/supportlink>

# Escalating a Case

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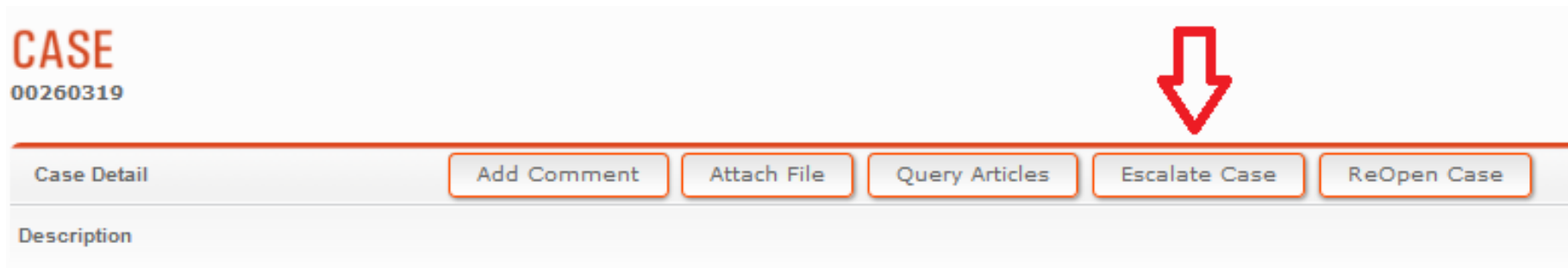
1. Phone



2. SupportLink portal



3. If Mission Critical, contact a CSAM



The screenshot shows a user interface for a case management system. At the top left, the word "CASE" is displayed in a large, bold, orange font, with the case number "00260319" below it. A horizontal bar contains several buttons: "Case Detail", "Add Comment", "Attach File", "Query Articles", "Escalate Case", and "ReOpen Case". The "Escalate Case" button is highlighted with a red border, and a large red arrow points down to it from above. Below the buttons, there is a section labeled "Description" with a horizontal line underneath.

Accessible experts,  
committed advocates



**PROGRESS**