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.
Beyond answering the call in a crisis.

Building an ongoing relationship to prevent future problems.

Becoming a trusted partner in shared success.
We prevent technical problems from becoming business problems.
We solve problems so our customers and partners can optimize the technology that powers their business.

**Progress Vision**

Every new reality begins with the spark of an idea. We help customers and partners turn ideas into business reality. 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 CARE

ADVOCATES

WE KNOW

ACCESSIBLE

COMMITTED

EXPERTS

OUR VALUE
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?

- **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?

24x7 SupportLink  
24x7 Phone Support  
Knowledge Base  
Customer Support Account Manager (CSAM) (Mission Critical only)

Collaboration (VMWare, TSANet)  
Patches and Upgrades  
Regular Status Updates  
Progress Alert Notification Service (PANS)
Response and Resolution

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

### Response and Resolution SLOs

<table>
<thead>
<tr>
<th>Severity</th>
<th>Case reported via</th>
<th>Initial Support Response</th>
<th>Support Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Severity 1 – Production System Down</strong></td>
<td>Telephone</td>
<td>&lt; One Hour</td>
<td>7 Days*</td>
</tr>
<tr>
<td><strong>Severity 2 – Restricted Operations</strong></td>
<td>Telephone/Web</td>
<td>&lt; One Hour</td>
<td>14 Days</td>
</tr>
<tr>
<td><strong>Severity 3 – Question / Inconvenience / Cosmetic</strong></td>
<td>Web</td>
<td>One Business Day</td>
<td>21 Days</td>
</tr>
</tbody>
</table>

*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.
## Support Offerings

<table>
<thead>
<tr>
<th></th>
<th>Standard</th>
<th>Mission Critical</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community support</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>SupportLink web support (24x7 follow-the-sun)</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Phone support (24x7 follow-the-sun)</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Designated customer support account manager (CSAM)</td>
<td>✔</td>
<td></td>
</tr>
<tr>
<td>Priority queuing of Issues</td>
<td></td>
<td>✔</td>
</tr>
<tr>
<td>On-site customer visit and customer reports</td>
<td></td>
<td>✔</td>
</tr>
</tbody>
</table>
## Support Offerings

<table>
<thead>
<tr>
<th>Rollbase</th>
<th>Developer</th>
<th>Basic</th>
<th>Professional</th>
<th>Premium</th>
<th>ISV/Corporate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hosted Cloud</td>
<td>Community SupportLink¹ Phone¹</td>
<td>Community</td>
<td>Community SupportLink² Phone²</td>
<td>N/A</td>
<td>Community SupportLink⁵ Phone⁵</td>
</tr>
<tr>
<td>Private Cloud</td>
<td>N/A</td>
<td>Community SupportLink³ Phone³</td>
<td>Community SupportLink⁴ Phone⁴</td>
<td>N/A</td>
<td>Community SupportLink⁵ Phone⁵</td>
</tr>
<tr>
<td>DataDirect Cloud</td>
<td>N/A</td>
<td>Community</td>
<td>Community SupportLink</td>
<td>Community SupportLink Phone</td>
<td>Mission Critical &amp; Custom Support Options</td>
</tr>
<tr>
<td>Easyl</td>
<td>N/A</td>
<td>Community</td>
<td>Community SupportLink</td>
<td>Community SupportLink Phone</td>
<td>Mission Critical &amp; Custom Support Options</td>
</tr>
</tbody>
</table>

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
Progress Community

- “Contribute, Share and Network”
- Forums
- Wiki
- Documents
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)
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
Contacting Technical Support
Available via Phone or Online

Phone Support
Visit progress.com for list of regional support phone numbers

SupportLink
https://progresslink.progress.com/supportlink
Escalating a Case

1. Phone

2. SupportLink portal

3. If Mission Critical, contact a CSAM
Accessible experts, committed advocates
PROGRESS