

**Vignette  
Support  
Services.  
Enabling  
your success  
with our solutions.**



Today. Tomorrow. Next year. For years to come.

### **Vignette® Support Services**

You've made a significant investment placing a highly praised and precisely architected Vignette solution at the core of your business processes. Now help ensure it's running at optimum performance, with Vignette Support Services.

### **Our commitment to help you improve business efficiency goes far beyond the install.**

Our customers are our most important asset. To help ensure you stay completely satisfied with your choice in Vignette, we give you an inside edge: access to powerful tools and expertise that help sustain the new efficiencies gained with our solutions. Our support offerings are a perfect example. From customer centric self-service applications to 1:1 worldwide support, we've created comprehensive service plans that are unique in the industry in their scope and effectiveness.

### **Proactive—We've extended this high-level feature into ALL of our plans.**

We understand the value of your employee, system and operational productivity. That's why we go far beyond what most other technology providers offer their customers. All levels of Vignette support include proactive features based on your business needs—such as upgrade support, Go-Live assistance and e-mail notifications—to help you avoid issues before they even become issues. No matter what business environment your Vignette investment involves, it can benefit greatly from proactive attention to help keep it running optimally.

### **Flexible—You have a choice.**

It may be the most important aspect of our maintenance offerings. After all, one size does not fit all. To help ensure that you have the exact resources and plans you need to get the most out of your Vignette-enabled processes, we've created a three-tiered support structure to put you in control of what is most valuable to your business. It not only provides world-class assistance, but is also uniquely focused on supporting different levels of business environment and priority—from development settings to mission-critical applications.



### Get the right information at the right time.

No one knows Vignette software better than we do. And no one knows how to support it more effectively. That's why we're able to offer several unique approaches to help ensure your Vignette investment continues to deliver value.

With more than 1600 customers and thousands of successful implementations completed, we have the experience and expertise you need when it counts most.

### Top level engineers from the start.

When you need support, the only thing on your mind is how quickly the issue can be resolved. At Vignette our engineers own the issue through the entire lifecycle, improving resolution time because the issue is immediately assigned to the very person that can take care of the problem. Our Level 1 support engineers would have Level 3 qualifications at other companies, so it's no wonder 96% of all tickets are resolved at level one.

### Personal attention for solving problems

For Vignette's largest clients with Enterprise level support, we offer an even greater intensity of hands-on attention. Our Enterprise Account Managers are ready to serve as expert liaisons and single points-of-contact providing direct problem management and priority access to in-depth technical skills. A Vignette Technical Advocate can also be requested. This senior Support engineer acts as a focal point for your company's needs during a crucial time period or project, such as a mission-critical upgrade.

### Powerful online self-help.

Many challenges can be handled easily if you know where to look for answers. The Vignette Online Support System (VOLSS) provides around-the-clock access to knowledge base items. VOLSS also enables one-touch escalation of tickets to support management, if necessary. This provides you with more immediate access to solutions for a more satisfying experience.

Given our combined experience, flexibility and proactive services it's easy to see why Vignette Support Services average 4.5 out of 5 based on customer satisfaction ratings, well above the industry average.

### Work with the efficiency experts.

Vignette solutions help organizations harness the power of information and the Web to achieve measurable improvements in business efficiency. We have proven technology and a long track record of successful implementation in most major industries and our customers comprise some of the largest and most demanding companies in the world.

The American Business Awards recognized Vignette's Enterprise Account Management Program as the Best Customer Service Team. The program was recognized for its commitment to customer service and satisfaction.



## Reduced risks = reduced costs.

The connection between effective maintenance and your business goals is clear. Keeping your operation up and running is vital. With Vignette Support Services, you can be sure you're fully leveraging your investment by helping to limit downtime and continually adding new functionality.

## The choice is yours.

Choose the plan that best matches your business requirements, the complexity of your operations and your staff's technology expertise. No matter which you choose, you can count on our commitment to helping you leverage your investment with Vignette.

Let us show you how you can continue realizing the most ROI.

For more information about how Vignette Support Services can complement your Vignette solutions, visit [www.vignette.com](http://www.vignette.com) or e-mail us at [maintenance\\_renewals@vignette.com](mailto:maintenance_renewals@vignette.com). If you would like to speak directly to an account manager, please call 888.608.9900.

### Basic (Limited): Ideal for development environments

Exactly what you need for development environments or non-mission critical applications requiring only business hour support and access to software upgrades and updates.

- Business hours telephone support coverage
- VOLSS electronic access
- Four named contacts
- Proactive services including:
  - Notification of upgrades/patches/new releases
  - Scheduled Go-Live assistance – business hours
  - Scheduled Upgrade support – business hours

### Extended (Standard): For non-mission critical applications

Ideal for non-mission critical applications that require some after hours support. Includes everything in Basic, plus:

- Extended telephone coverage support–5x12
- Two additional named contacts, for a total of six
- 7x24 support for critical+ issues
- 7x24 technical escalation for critical+ issues
- Remote diagnostics
- Proactive services including:
  - Scheduled 7x24 Go-Live assistance
  - Scheduled 7x24 Upgrade support

### Enterprise (Premium): For mission-critical applications

A must for companies that use Vignette for mission-critical applications where downtime has a major impact on internal operations and customer service. Includes everything in Extended, plus:

- Two additional named contacts, for a total of eight
- Around-the-clock management escalation
- 7x24 support for critical+ and major++ issues
- 7x24 technical escalation for critical+ and major++ issues
- Account reporting

### Enterprise Plus: Add-on support services

Specialized Enterprise level add-on support services:

- Technical advocacy
- Enterprise account manager

## Summary of Support Levels

Support Level	Basic (Limited)	Extended (Standard)	Enterprise (Premium)
Management Escalation	Business hours	Business hours	7x24
Technical Escalation	Business hours	7x24 for critical issues	7x24 for critical and major issues
Knowledge Base	X	X	X
VGM	X	X	X
Code Samples	X	X	X
Named Contacts	4	6	8
Telephone Support (VOLSS)	X	X	X
E-mail Notification Services	X	X	X
Software Upgrades, Updates and Patch Releases	X	X	X
Technical Documents and Whitepapers	X	X	X
Case Reporting	X	X	X
Go-Live Assistance (Scheduled)	Business hours	7x24	7x24
Upgrade Support (Scheduled)	Business hours	7x24	7x24
Remote Accessibility		X	X
7x24 Critical Issues		X	X
7x24 Major Issues			X
Account Reporting			X
Technical Advocacy <sup>✓</sup>			X
Enterprise Account Manager <sup>✓</sup>			X

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<sup>+</sup>Critical = Production install of a Vignette program is inoperable and severely impacting normal business operations.

<sup>++</sup>Major = Production or non-production install of a Vignette program is impaired and is severely impacting normal business or development operations.

<sup>✓</sup> Fee based option that may be added onto Enterprise level support



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