

Customer Care Driven by Cloud-Based Analytics

- Proactive alerts, data collection and cloud-based analytics
- Online case creation (web and email)
- 7X24 customer support and 4 house parts replacement
- On-site spares kit
- Live support by a Tegile Engineer not a "first level" operator
- Support teams are co-located with sustaining and development engineers ensuring quick case resolution
- Online Support Portal with access to Knowledge Base, Install and User Guides, Release Notes and API documents
- Transfer of knowledge and best practices guidance through monthly "Tech Talk" webinars
- Quarterly system health checks, performance analysis, and system reviews available with Standard and Premier offerings

Support Offerings	Basic	Standard	Premier
Helpdesk Support			
7 x 24 telephone and email assistance	✓	✓	✓
Hardware Replacement			
Advanced Replacement Parts	✓	✓	✓
Self Replacement	✓	✓	✓
4-Hour On-Site "Smart Hands" Parts Replacement	Not Available	Not Available	✓
On-Site Spare Kit	Not Available	Optional	✓
Online Customer Portal Access			
Access to user and installation guides, knowledge base, communities and other relevant documentation	Not Available	✓	✓
Access to Software Updates			
Access to all software updates (major, minor and maintenance releases)	90 Days	✓	✓
Communications and Training			
Tegile Customer Communities Access	Not Available	✓	✓
Monthly Tech Talk Customer Webinars	Not Available	✓	✓
Technical Bulletins and Service Advisories	Not Available	✓	✓
Advanced Services			
Cloud-based Analytics	Not Available	✓	✓
Quarterly System Health Checks	Not Available	Fee-based Service	✓
Quarterly Account Activity Review	Not Available	Fee-based Service	✓
Quarterly Account Performance Analysis	Not Available	Fee-based Service	✓
Quarterly Environmental Reviews	Not Available	Fee-based Service	✓
Hardware Warranty			
Replacement of defective hardware parts	90 days	✓	✓

How to Contact Support
North America (Toll-free): (855) 483-4453
Europe (Toll-free): 0800 234 2044 Belgium: 0800 261 89 Germany: 0800 184 4300 Netherlands: 0800 022 7749 Switzerland: 0800 554 337
Asia-Pacific: 1 (800) 937-949 (Toll-free in Australia)
Email: support@tegile.com Web: support.tegile.com