

# Maintenance and Support Programs

for Partners

## Maintenance and Support Services

### Delivering results you can trust.

The Aviva Solutions technical support team is committed to providing you with superior service and product support. Aviva Solutions offers your customers the freedom to choose from three levels of support and maintenance programs suited to meet your customers needs.

Whatever challenges your customers face, the Aviva Solutions team will help you quickly achieve your business-critical results.

Trust Aviva Solutions to deliver.

"Aviva Solutions' technical support was great; we did not have to go through three levels of support. We had a very prompt solution to our issue. This was critical to us. We were very impressed."

-- Ralph Stillinger  
Systems Architect  
Pacific Technology Services



### Successful Partnerships Built on Trust

## Key Benefits

#### An available, responsive and effective team of experts

Aviva Solutions is committed to providing our partners and their customers with outstanding customer service. Aviva Solutions' Maintenance and Support programs provide you with rapid and accurate response worldwide. You and your customers will receive:

- Assistance in deploying and implementing Aviva Solutions' products
- Priority access to Aviva Solutions Customer Support through single point of contact
- Free software upgrades
- Notice of software patches
- Assistance with implementation, customization and maintenance of Aviva Solutions products
- Troubleshooting and assistance in solution problem determination
- Online service request entry system
- Access to 1-800 toll free telephone number for Premium and Platinum members

#### Additional Benefits for Partners

- Pre- and post-sales technical support to ensure customer satisfaction
- Access to our Partner Extranet — PartnerLink
- Added value to your sales offerings



## Customer Support and Maintenance Programs

### Flexible programs give your customers freedom to choose

Offer your customers the choice of three levels of Maintenance and Support: Maintenance Plus, Premium, or Platinum. The programs are available for all Aviva Solutions products and provide priority access to our Customer Support department and a variety of other support services. Specific features that are currently available are summarized in the following text and highlighted in the table below.

#### Maintenance Plus

The Aviva Solutions Maintenance Plus Program provides technical assistance with a response time of within one (1) business day, during your normal local business hours. Also included in the Maintenance Plus Plan, and all of our support programs, is product upgrade protection. As a Maintenance Plus Plan member, you will receive notification of software fixes, detailing when these are available and how to best obtain them. Queries or problems may be submitted via fax or e-mail.

#### Premium

In addition to the standard features listed above, the Aviva Solutions Premium Maintenance and Support Plan offers faster response time - within four (4) business hours.

During your normal local business hours, two (2) designated support contacts in your organization may report unlimited incidents by fax, e-mail or telephone. Aviva Solutions will also train your primary technical contact in hands-on product support to provide your organization with an in-house technical support resource.

#### Platinum

The Aviva Solutions Platinum Maintenance and Support Program offers Aviva Solutions' highest commitment to managing all of your technical support needs. Platinum Support gives you all of the features listed above, plus the fastest response time – within two (2) hours for urgent issues (such as system down, ranked Severity 1 by Aviva support). In addition, each Platinum Support Program member is assigned a dedicated Aviva Solutions Customer Support Specialist to provide proactive technical account management to ensure the success of your business-critical projects.

Platinum support offers coverage twenty-four hours a day, seven days a week by fax, e-mail and telephone.

### At a Glance: Summary of Support and Maintenance Options

	Maintenance Plus	Premium	Platinum
<b>Duration</b>	12 months	12 months	12 months
<b>Number of Incidents</b>	Six (6) Incidents	Unlimited	Unlimited
<b>Notice of fixes and updates</b>	Yes	Yes	Yes
<b>Problem reporting delivery</b>	E-mail and Fax	Phone, E-mail and Fax	Phone, E-mail and Fax
<b>Response Time</b>	Within one (1) business day	Within four (4) business hours	Within two (2) hours for urgent issues
<b>Product Upgrades</b>	Yes	Yes	Yes
<b>Assigned Aviva Solutions Contact</b>	-	Yes	Yes
<b>Product Training</b>	-	Yes	Yes
<b>Technical Account Management</b>	-	-	Yes
<b>8x5 coverage</b>	Yes	Yes	Yes
<b>24x7 coverage</b>	-	-	Yes

For more information, contact Aviva Solutions at: **1-800-276-0038** in North America or **+33 1 45 73 60 74** in Europe, or e-mail us at: [partners@avivasolutions.com](mailto:partners@avivasolutions.com)

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