

CUSTOMER CARE



INTRODUCTION

Altitude Software Customer Care:

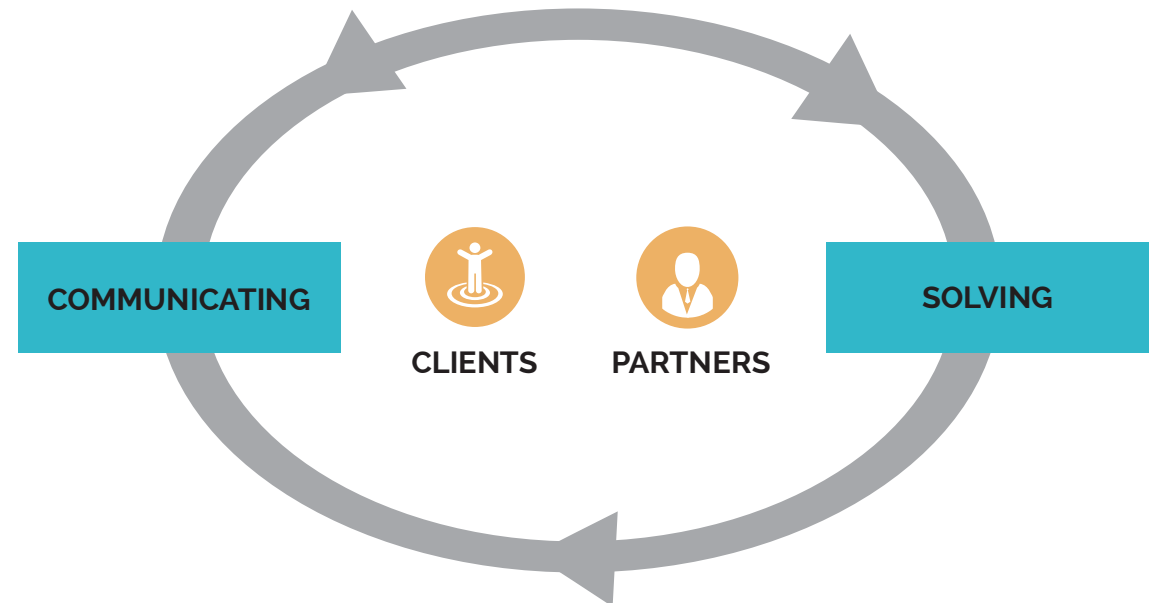
A comprehensive and flexible approach to total customer satisfaction.

SOLVING

Customer Care Process provides a defined methodology for the diagnosis and resolution of the customer's technical questions and operational issues.

COMMUNICATING

Customer Care Portal multichannel point of contact for customers to submit issues, to check their progression, to transfer files, to access technical information and to browse knowledge base repositories.



QUALITY POLICY STATEMENT

Altitude Software is committed with Customer Care system as a key element of our culture of Excellence, aligned with company reputation and compliant with ISO 9001 requirements.



UNMATCHED CUSTOMER EXPERIENCE

Continually exceed Customer expectations with the aim to achieve Total Customers Satisfaction in the following perspectives:

Custom offering by setting a complete and diversified pack of services, suitable for different needs, helping Customers to optimize Altitude Software products usage according with all legal and regulatory requirements

Communication maintaining an effective multi channel communication process during all interactions.

Responsiveness, committed to the Service Level Agreements established with Customers, both in time and quality of services provided.

PROCESS DRIVEN

A Business process driven organization in order to:

Focus on business changes and rapidly adapt and deliver innovative answers to our Customers needs.

Optimize, standardize and ensure traceability of all work activities.

Measure and Monitor our results throughout Key Performance Indicators always reinforcing our continuous improvement commitment.



EXCELLENT WORK ENVIRONMENT

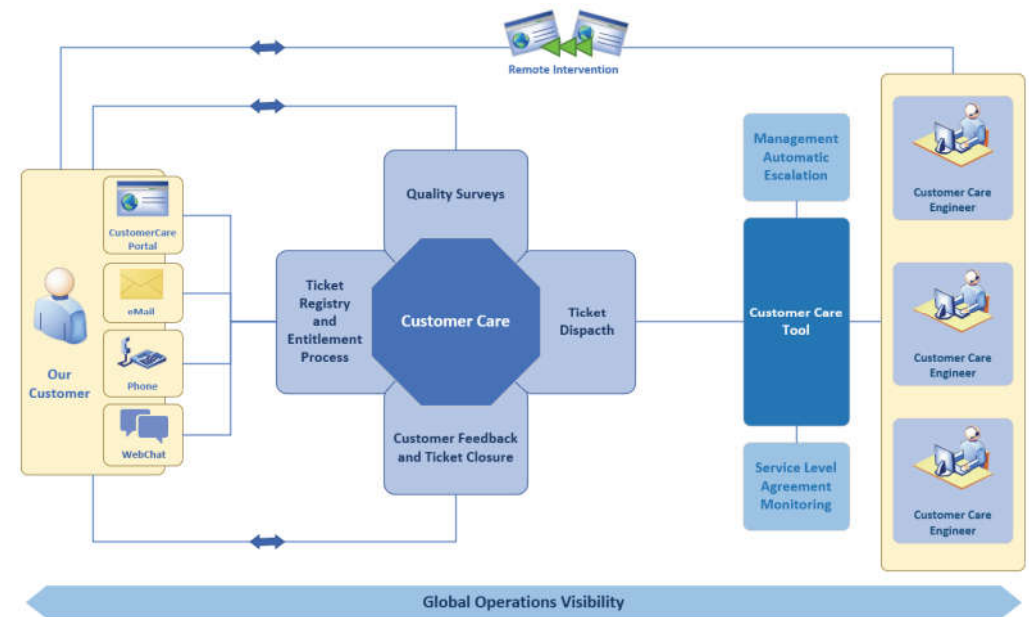
We strive for an excellent work environment with skilled professionals, motivated and with tenacity to solve problems and progress in their careers.

COMMUNICATION

When it comes to assisting our customers in their daily operations, an effective communication channel is a key advantage. For this purpose, Altitude provides to its customers a central multi-channel contact point, the Customer Care Portal.

CUSTOMER CARE PROCESS

The Customer Care Portal is the primary interface with our customers, for all items relating to technical assistance. Through the Customer Care Portal you can submit a ticket to our technical consultants, check its progress or update it with more information at any time. You can review your organisation's tickets and browse our knowledge base for solutions to most frequently asked questions. Also through the Customer Care Portal you can set up and download the last Long-Term Support and/or Features releases, using the Altitude Update Manager.



Ticket Registration and Entitlement Process

When you submit a ticket requesting assistance, the Customer Care checks all relevant information concerning the status of your maintenance contracts, the assistance program agreed and the existence of special procedures to be followed, ensuring that a right service level will apply to your request.

Information to provide with new tickets

- 1 Customer's name to which the software is licensed
- 2 Organization and on-site contact person who submits the ticket
- 3 Description of the issue the Customer is experiencing
- 4 Relevant product and version, configuration and environmental information needed to diagnose the failure.
- 5 If possible/applicable the easy.log of the Assisted Server;
- 6 Maintenance Contract Reference
- 7 Issue severity and description of impact

Afterwards, Customer Care will generate a ticket number identifying your request. Please refer to this number in future contacts and always include it on the subject of email messages.

Ticket Severity

A severity failure is given to each ticket, in line with the disruption in the customer's operations.

Severity 1: Critical Failure

A complete crash or unavailability of the application software.

Severity 2: Serious Failure

Part of the application software is not operational, or does not perform in compliance with the application software specification, with a major impact on the operation.

Severity 3: Failure

Part of the application software is not operational, or does not perform in compliance with the application software specification, with a minor impact on the operation.

Severity 4: Secondary Failure

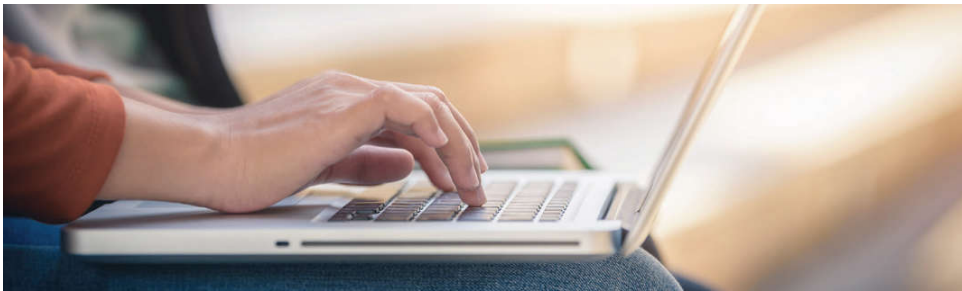
Part of the application software is not operational, or does not perform in compliance with the application software specification, with no significant impact on the operation.

Severity 5: Technical issue

When the goal is to obtain technical information, to clarify a doubt or to optimize the system.

TICKET DISPATCH

Upon registration, in Customer Care Tool (CCT), the ticket will be dispatched to a Customer Care Engineer, taking into consideration the failure severity, the required technical skills to resolve it and the geographic location of the customer's operations.



CUSTOMER FEEDBACK AND TICKET CLOSURE

If you want to know about the status of a ticket, to provide further information, or if you require clarification about the solution, simply identify the ticket number you are addressing and the Customer Care will proceed accordingly.

When the ticket is solved, it will only be closed upon your direct input, or through a contact from Customer Care ensuring your acceptance of the solution provided.

After 2 weeks from the solution provided, if Customer Care doesn't get an answer from you, it will be assumed that the issue is solved and the ticket is automatically closed.

TICKET ESCALATION

Customer escalation provides a mean you can use to achieve problem resolution, having access to successively higher levels of technical and Management resources.

You can initiate the escalation process of a ticket by communicating directly to the Customer Care Engineer assigned or directly to the Customer Assistance Manager.

The Customer Assistance Manager (CAM) will then contact you to get a status report on the issue and establish the necessary actions to address the escalated issue, communicating them to you and monitoring its execution.

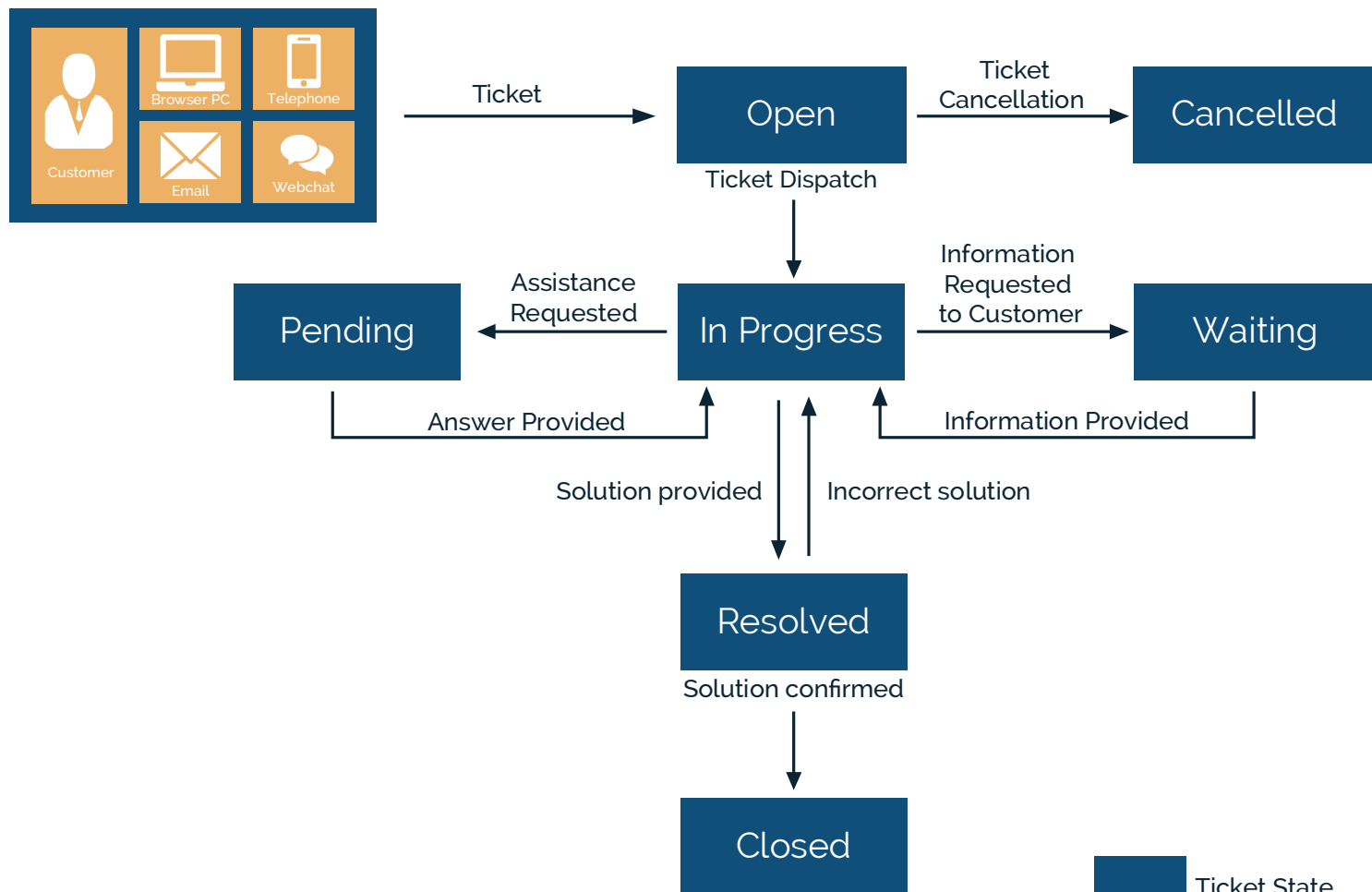
If the first escalation stage didn't provide a timely solution for the escalated issue, you can move forward on the escalation levels, by escalating the issue to the Management level, starting at the Service Excellence Leader and then the Chief Customer Care Officer.

Altitude Software Customer Care has also two internal mechanisms to escalate tickets:

Technical Escalation can occur by Customer Care Engineer initiative, when the complexity of the issue requires a higher level of expertise analysis.

Management Escalation during ticket life cycle, CCT automatically monitors the Service Level Agreement (SLA), triggering notifications to successively higher management levels, assuring that a timely response and solution is provided.

TICKET LIFE-CYCLE



Quality Surveys

Customer feedback is very important to Altitude: in the short term, because it allows for immediate corrective actions to be taken; in the long term it indicates how we can continuously improve the quality of our services.

Altitude Global Quality will send you a very simple survey about the way the ticket was handled. This program runs every day using a sample of recently resolved tickets and your cooperation is much appreciated.

HOW IT WORKS?

Step 1

Altitude's Customer Care Engineer (CAE) will guide you to the Remote Interventions Support Portal. There you'll be asked to input the remote session code provided by the CAE. After your approval, the remote access tool thin client is downloaded, enabling the establishment of the remote session.

Step 2

The CAE can immediately diagnose, troubleshoot and proceed to the resolution of the reported issue.

Step 3

At the end of the session, the end user immediately evaluates the support experience, enabling Altitude Customer Care to capture session metrics and maintain a high standard of customer satisfaction.



KEY FEATURES

Seamless connection

From the customer side it only requires an internet connection and a web browser.

Customer always in control

We leave the ultimate control of the session in the hands of the customer. The customer actively participates in the screen-sharing process by observing every step taken by the representative. At any time you can suspend the remote session.

Firewall friendly

The remote access tool only requires access to the outbound ports at both ends of a connection, so no holes need to be open in the firewalls

Security

All the information exchanged during the remote session is encrypted with the state-of-the-art 128 bit AES algorithm.

File transfer

Enables fast and easy two-way file exchange during a session. All information is secured with AES encryption

Chat session available

Real time chat between customer and the technical support engineer.

Reboot/reconnect

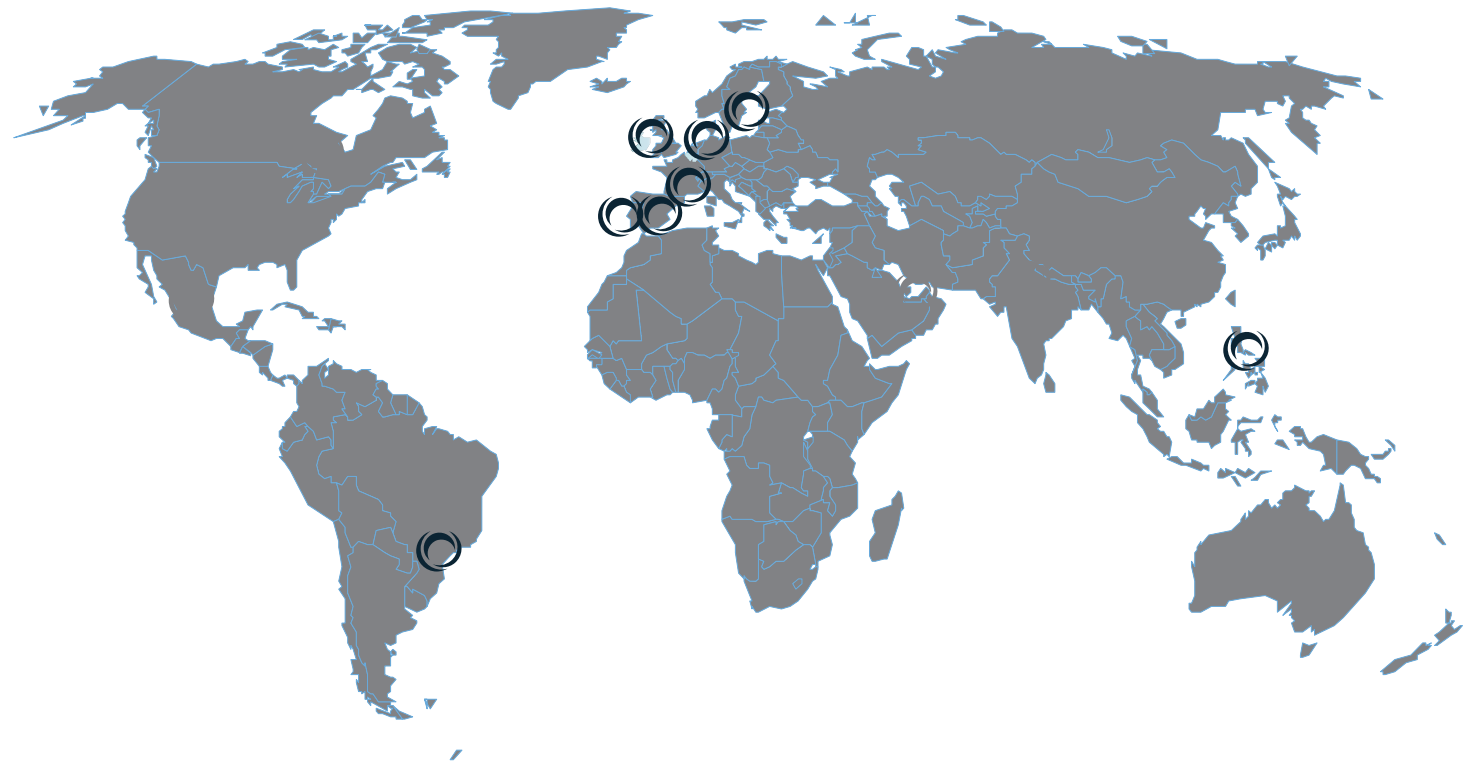
Allows restart and reconnection of the customer's PC, all within one session.

Local screen sharing

Allows restart and reconnection of the customer's PC, all within one session.

Regional support center locations and coverage

Altitude provides standard business hours or 24x7 Customer Care worldwide, through a state-of-the-art platform and dedicated resources to respond in line with defined Service Level Agreements.



CUSTOMER CARE

View our contact details here:



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