

Industry-Certified Technical Support

"It is clear that Speedware is committed to delivering a high level of service to customers and is dedicated to continuously improving support operations. Their customer support center achieved beyond benchmark averages in key areas such as customer relationship management, electronic service delivery and total quality management."

— Jerry Concannon, Service Strategies Corporation

Speedware Ltd. is a leading provider of application development technology, business intelligence software and wireless Internet solutions. Speedware offers companies the end-to-end solutions they require to achieve their business objectives and enhance their competitive advantage. In addition to our portfolio of powerful software solutions, we provide professional consulting services and industry-certified technical support to ensure our customers' ongoing success.

World-Class Technical Support

At Speedware, we recognize the importance of offering world-class technical support to our customers. We also know that for you to concentrate on your core business issues, it is crucial that we provide leading information technology services that complement our software solutions. Our vision is to achieve a level of support excellence that exceeds customer expectations and differentiates Speedware in the marketplace by providing rapid responses to your requests, timely problem resolution, as well as up-to-date service and installation information.

Strong Product Expertise

Speedware's technical support organization possesses expertise across our product portfolio. Teams of individuals work together to provide you with the responsive software support that you require. Our support professionals possess the skills to help you identify the source of your problem and rapidly address it. They also benefit from the in-house expertise of their colleagues from the product development laboratories. Therefore, you always have access to the right level of expertise when you need it.

Dedicated Support Professionals

The members of our support organization are highly skilled, motivated, and eager to address your challenges. We ensure your satisfaction by responding to your calls within targeted guidelines, providing ongoing communication regarding your problem status, taking ownership of your call for support, as well as providing a defined escalation process when management assistance may be required.

Speedware's Commitment to Excellence

Speedware recognizes that excellent technical support is crucial in a software development environment where downtime can have a significant impact on your operations. We are therefore committed to sustaining high levels of customer satisfaction and continuously improving. Strong support is important to our customers — and fundamental to Speedware's business philosophy.



Speedware is proud to have earned its fourth consecutive certification under the prestigious Support Center Practices (SCP) certification program. We were awarded this highly regarded certification after an extensive audit of our customer support center. SCP Certification quantifies the effectiveness of customer support organizations and is based upon a stringent set of performance standards that represents best practices in the industry.

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About the SCP Program

The SCP program was developed and is guided by a body of sponsoring companies who represent core members of the Service & Support Professionals Association. The SCP program is updated each year by industry leaders and program participants to continuously raise the bar for service quality.

SCP Certification requires comprehensive on-site audits to confirm that companies meet the requirements of over 100 business elements defined in the program. SCP Certification requires demonstrated achievement in critical success factors such as corporate commitment and strategic direction, customer satisfaction, performance metrics, research and development interface, and other strategic areas of the support operation. Certified companies must continue to demonstrate their commitment to excellence and high performance standards through annual re-certification audits.

The importance of the SCP program as an ongoing quality initiative cannot be understated. It ensures that we maintain the very highest levels of service and support.

How Does this Benefit You?

Customers expect quality service on every encounter with our support center. Delivering consistent service quality requires a complex system of training, metrics, tools and quality processes. A drop in attention or failure in any of these areas can result in poor service. The SCP program defines processes that ensure world-class support delivery.

By being SCP Certified, we have not only demonstrated that we have established the specific processes defined by the program, but we've also met the defined performance metrics. Being certified doesn't stop with achieving certification. We also commit our organization to a continuous improvement program through the annual SCP Certification process.

How Does this Translate into Better Service for our Customers?

- We stay in touch with you and respond to your feedback to improve our services.
- Our employee training programs ensure that our support consultants are ready to respond to your needs.
- Our support processes are designed and deployed to meet the highest industry standards.
- All of our efforts are guided by your feedback and satisfaction with our services.

Customers Have Access to a Complete Range of Services:

- *Technical support by telephone (with toll-free numbers where available)*
- *Access to the Support Web site (SWS), including the Download Center and the KnowledgeBase*
- *Our newsletter, the Speedware Professional, which includes product information and technical tips and suggestions*
- *Online activity reports summarizing your communications with us*
- *The latest updated manuals*
- *Software updates as they are released*

About Speedware

Speedware Ltd., a wholly-owned subsidiary of Activant Solutions Inc., is a leading provider of enterprise software solutions. The company provides a complete suite of HP e3000 migration solutions, application development technology and business intelligence tools. Based in Montreal with a distribution network spanning 35 countries, Speedware offers market leaders the end-to-end solutions they require to achieve their business objectives and enhance their competitive advantage.

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