

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 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.



Since 2000, Speedware's technical support center has consistently achieved re-certification under the prestigious Service Capability & Performance (SCP) Standards program for the excellence of our technical support services. SCP certification assures our customers that they will continue to receive world-class customer support based on the industry's highest standards.

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About the SCP Program

The SCP Support Standard is part of a suite of service capability and performance standards designed to improve the quality and effectiveness of technology service operations. A consortium of leading technology companies, along with the Association for Services Management International and Service Strategies Corporation, created the internationally recognized standards, which define best practices for delivering world-class technology service and support, quantify performance levels and establish a foundation to build on existing quality processes.

Certification requires comprehensive audits and annual recertification to confirm that companies continue to meet the requirements of the program.

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 has been dedicated to helping companies modernize their business applications for over 15 years and enjoys a 100% project success rate. The company specializes in developing end-to-end modernization solutions that allow industry and government leaders to increase their business agility and reduce their operational costs. Speedware has been a leading provider of enterprise software solutions since 1976, offering a complete suite of legacy modernization, migration and application portfolio management solutions, business intelligence tools and application development solutions.

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