

BroadVision Customer Support

OVERVIEW

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## **BroadVision Customer Support**

By purchasing BroadVision products, you have made an investment in cutting-edge technology and BroadVision's Worldwide Customer Support Organization is dedicated to helping you maximize the return-on-investment of this purchase.

### ***Web Based Support***

BroadVision customers are granted exclusive access to the BroadVision Customer Support Portal. A personal login is required to access the site. Logins are available to all BroadVision customers on request to [logins@broadvision.com](mailto:logins@broadvision.com). We need to validate such requests before granting access to ensure the security of confidential information—yours and ours.

The BroadVision Customer Support Portal provides access to BroadVision Support, where comments, questions, and service requests can be logged 24 hours a day. Customers can collaborate with other BroadVision experts using the discussion forums. Knowledge Base, product documentation, software patches, sample code, best practices and white papers are also available on the Customer Support Portal.

### ***E-Mail Support***

Support requests can also be submitted by e-mail to [support@broadvision.com](mailto:support@broadvision.com). A standard template is available for submitting Support Requests. You can request this template from [support@broadvision.com](mailto:support@broadvision.com). We encourage customers to use this template, as it improves efficiency.

### ***Phone Support***

Support requests can also be reported by phone. Phone access is appropriate to alert us to high priority issues. See the Support Centers page under the Customer Support section on [www.broadvision.com](http://www.broadvision.com) for the phone number of your regional support center.

## **Support Packages**

BroadVision offers a variety of support packages designed to meet your business needs. Our Customer Support Organization is committed to delivering top-class, pro-active support with a singular objective in mind: your business success.

### ***Standard Support***

BroadVision Standard Support entitles identified contacts from your organization to submit support requests during regular support hours (9 a.m. to 6 p.m. local time in North America, U.K., Central Europe and Asia). BroadVision Standard Support provides assistance in installation and with basic configuration and usage of the product. Standard Support also entitles customers to receive software patches for problems uncovered in current product releases and to

receive regular product upgrades that deliver software fixes and enhanced functionality.

### ***Enterprise Support***

Designed for customers with mission-critical production sites, BroadVision Enterprise Support provides customers with access to support engineers 24 hours a day, 7 days a week. The "after hours" component of this program (from 6 p.m. to 9 a.m. local time on regular working days, and all days on weekends and holidays) is designed to maintain mission-critical production systems. Our aim is to provide a rapid response when your production site fails. To this end, we provide a dedicated support engineer to help you get the site live again. To be eligible for this type of after-hours support, your company must be a registered customer of the BroadVision Enterprise Support program. For details on becoming a registered customer, contact your BroadVision representative.

### ***Personalized Support***

Personalized Support is designed for customers who require dedicated support engineers to work exclusively on the management and resolution of their technical issues. It provides a part-time, dedicated senior personalized support engineer to assist with complex mission-critical environments. This engineer oversees all technical support issues related to BroadVision products and environment, acts as the customer's personal contact and advocate at BroadVision, and is available during normal business hours.

### ***Personalized Support Plus***

Personalized Support Plus (PSP) is a custom support program that provides a highly personalized, proactive support service, tailored specifically to each customer's needs. PSP engineers work fulltime at the customer site and are dedicated to the customer's team. By being onsite, PSP engineers become integrated into the customer's team and gain in-depth knowledge of the customer's environment and applications. This knowledge, combined with the resources of the WCS organization, provide BroadVision customers with the highest level of support available in the industry.

## **Support Policies and Procedures**

### ***Issue Resolution***

BroadVision support engineers are assigned to cases in the order in which they are received, subject to customer location, required expertise and severity of the problem. The assigned support engineer maintains contact with the customer throughout the problem resolution process, keeping the customer fully informed of progress.

### ***Escalation***

A customer may request that a case be escalated at any time by contacting the assigned support engineer, or any support manager. The relevant support manager will then contact the customer and discuss the necessary actions.

### ***Third-Party Products***

BroadVision products run on a technology stack that includes operating systems, databases, application servers, web servers as well as a host of embedded third-party products. Please refer to the BroadVision Customer Support Portal for third-party products that are either certified or embedded with BroadVision products, as well as who has responsibility for maintaining a support agreement with the third-party vendor.

All problems related to the use of BroadVision products can be submitted to BroadVision Support—by using the phone, email, or web—and BroadVision Support engineers will work with the customer to diagnose the problem. If it is diagnosed as an interoperability problem between BroadVision and a third-party product, BroadVision will follow a cooperative escalation process with the third-party vendor whenever possible. BroadVision will open a support ticket with the third-party provider—usually under the umbrella of the customer's support agreement with the third-party provider—and follow-up with the third-party. When a resolution is available from the provider, BroadVision Support will work with the customer to validate that the solution provided resolves the problem.

If a problem is diagnosed as independent of BroadVision products, BroadVision Support may, at our discretion, ask the customer to follow-up with the third-party provider independently.

In no event will customers be entitled to a level of support for third-party products that is greater than the level of support they have contracted with BroadVision to provide for BroadVision software. In addition, BroadVision shall not be obligated to provide updates, upgrades or Standard Releases (as defined in your license agreement with BroadVision) for any third party products.

### ***Certification Policy for Third-Party Software Products***

To allow for complete testing, BroadVision certifies BroadVision software against the versions of third-party products that are released and available sufficiently in advance of the software release date. This often means that third-party vendors release new versions of their products prior to the next release of the BroadVision software. While BroadVision would prefer that customers use the tested and certified software versions, we also understand that customers will occasionally want or need to use these new versions of third-party products. As long as the vendor guarantees forward compatibility, BroadVision software should work on these new versions. Always consult with BroadVision Support before using an uncertified version of a third-party product.

BroadVision will usually test and certify these newer versions of third-party products in the next product release. This can be a good indicator that the newer versions will work with the previous release. In exceptional cases BroadVision may determine that the newer version of a third-party product cannot be used because it fails in some way during the testing cycle. In this case we will continue to certify the older version.

## BROADVISION

BroadVision will support customers who use newer versions of third-party products by working with the customer to resolve compatibility problems with the third-party vendor. BroadVision will also consider, at our option, developing and releasing minor fixes for our products to resolve problems with new versions of third-party products.

### **For More Information**

For additional information about BroadVision's customer service options, or to purchase or upgrade a support contract, please contact BroadVision's Contracts Sales Team by email [contracts@broadvision.com](mailto:contracts@broadvision.com) or one of the following phone numbers.

**North America:** +1-866-441-0226

**South America:** +1-781-290-0710

**Europe, Middle East, and Africa:** +44(0)118 918 3909

**Asia, Pacific, and Japan:** +81(0)3-5765-2900 (Japan)



### **Contact Us**

Transform your business through BroadVision's enterprise business portal applications – contact BroadVision at +1-650-331-1000 – and realize significant business value today.

#### **World Headquarters**

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#### **Worldwide Offices**

Bangalore, Madrid, Milano, Munchen Unterfoehring, Paris, Waltham

For a complete listing of BroadVision offices, distributors, and partners around the world, please visit our web site: [www.broadvision.com](http://www.broadvision.com).