



Vignette® Support Offerings

Keep essential systems up and running with Vignette Support Services. You've done the math — you know how much it costs you every minute your online systems are down. That's why Vignette offers Support Services you can count on. With Vignette, you get the expertise and best practice knowledge that you need that result in high-performance systems as well as assistance to prevent hitches from becoming problems and problem from becoming crises.

Vignette's technical support team is committed to helping you maximize your productivity with minimal downtime. Our engineers are available to assist with troubleshooting technical issues related to installing, upgrading and maintaining your Vignette solution. In addition to expert technical knowledge, you have access to a variety of technical tools that are designed to help keep your solution up and running.

Vignette Technical Support Options

As a Vignette customer, you have access to global technical support and easy-to-use technical resources to provide responsive and accurate resolutions. By employing a "follow-the-sun" policy, Vignette is able to provide our customers with 24x7 technical support (see service level agreement). Global support centres are available to work with customers during the following local times:

Americas:	7:00 am - 7:00 pm	US Central Time
EMEA:	7:00 am - 6:00 pm	Greenwich Mean Time
Asia Pacific:	8:00 am - 8:00 pm	Australian Eastern Standard Time

Vignette provides three support offerings to suit a range of business needs and budgets. Each support level is designed to reduce downtime and increase employee productivity.

Basic Support – For businesses that need technical expertise, installation support, and flexible self-service tools, but do not require after hours support. This may include businesses that are running internal non-production applications.

- Vignette Global Marketplace (VGM) – State-of-the-art customer self-service portal
- Technical Library / Documentation – Includes product documentation including FAQs, datasheets, whitepapers, installation guides, etc.



- User community – Client private newsgroups and threaded discussion groups
- Code library
- Vignette Online Support System (VOLSS) – Web-based system that is the primary method of communication for technical issues
- Knowledge Base – Includes defect tracking, online technical library, maintenance patches and updates, and Vignette Express Online Product Download
- Vignette Express – Provides 24x7 access to download the latest versions and patches of Vignette products
- Release and Patch Notes
- Named Contacts – Four
- Telephone Support
- Case Reporting – Via the VOLSS system, you can create reports that summarize ticket activity
- Go-Live Assistance – Business hours
- Upgrade Support – Business hours

Extended Support – For businesses that have an increased need for around-the-clock support for critical issues. For businesses that require 24x7 support coverage when launching customer-facing applications or applications that require extended testing and review cycles.

- All Basic Support features
- Named Contacts – Six
- Follow the Sun Problem Resolution – Tickets are worked 24x7 through global support facilities for Critical issues
- Remote Accessibility
- Go-Live Assistance – 24x7
- Upgrade Support – 24x7

Enterprise Support – For global businesses that require uninterrupted support for mission critical applications. Ideal for customers using Vignette applications in a complex environment.

- All Extended Support features
- Named Contacts – Eight
- Follow the Sun Problem Resolution – Tickets are worked 24x7 through global support facilities for Critical and Major issues
- Account Reporting
- Technical Advocacy – Designated engineer oversees all submitted tickets for your specific account. Available on a project-based or limited-time basis such as a mission critical upgrade or new deployment.

Response Times

Maximum response times (from time problem is logged during business hours) are outlined below:

Problem Severity	Initial Response
Critical (The client system is down and unusable due to an error in a program.)	1 hour
Major (The system is materially, adversely affected by an error in a program.)	4 hours
Minor (The system is immaterially adversely affected by an error in a program.)	1 business day

The VOLSS system is the preferred method of communication due to the system's comprehensive notification and issue tracking features. There can be times in a project or deployment when customers need to escalate. For these times, Vignette Support has developed an Escalation Wizard that will get customers to the right resource quickly. This escalation feature provides customers with an automated process for escalating an issue through the VOLSS system.

Support Contact Information

For Electronic Support:	http://support.vignette.com
For Phone-based Support:	
Vignette Americas (Austin)	888.608.9900
Vignette Europe, Middle East, and Africa (London)	44.(0).1628.77.2299
Australia	800.110.118
New Zealand, Singapore, Hong Kong, Taiwan, and China	800.110.11811
All other Asia-Pacific locations	61.2.9455.5099

Program Level	Basic	Extended	Enterprise
Management Escalation	Business Hours	Business Hours	7x24
Technical Escalation	Business Hours	7x24 for Sev 1	7x24 for Sev 1 & 2's
Knowledge Base	x	x	x
VGM	x	x	x
Code Samples	x	x	x
Named Contacts	4	6	8
Telephone Support	x	x	x
Electronic Support (VOLSS)	x	x	x
Email Notification Services	x	x	x
Software Upgrades, Updates and Patch Releases	x	x	x
Technical Documents & White Papers	x	x	x
Case Reporting	x	x	x
Follow the Sun Support		x	x
7x24 Critical Outage (Sev 1)		x	x
Remote accessibility		x	x
Technical Advocacy**			x
7x24 Critical + Major (Sev 1 & 2)			x
Account Reporting*			x
Go-Live Assistance	Business Hours	7x24	7x24
Upgrade Support	Business Hours	7x24	7x24

*Based on customer request

**Limited time basis (activity or project-based)

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