

AspenTech Premier Support

We have only one goal in mind - your complete and total satisfaction. By helping you understand the scope of the services we offer, we can work together to ensure you receive the full benefits of your Software Maintenance and Support (SMS) investment and the value of our software solutions. Below is a table providing an overview of the benefits under SMS:

Services Entitlements	Premier Support
New software releases	✓
Maintenance updates	✓
Cumulative patches, patches and fixes	✓
Technical support via telephone (Toll-free in the Americas, most of Europe and Asia Pacific)	✓
Assistance in resolving software installation issues	✓
Assistance in identifying defects and resolving product usage issues	✓
Assistance in requesting and formulating software enhancements	✓
Access to the AspenTech online support center (support.aspentech.com)	✓
Incident submission via web, email or telephone; incident tracking via web	✓
Access to extensive online knowledgebase for licensed products under Support	✓
Support e-bulletin via email	✓
Critical problem alerts via email	✓
Critical Problem Resolution (CPR) management	✓
Target response time to email request or incidents reported through web	< 2 Business Hours
Target response time to support telephone calls	90% Immediate
Target initial response time to voice messages	< 2 Business Hours
Escalation to second level on critical incidents	< 2 Business Hours
Escalation to development on critical incidents	< 4 Business Hours
Frequency of updates on critical incidents	Every Business Hour
Target departure time for emergency onsite support	< 24 to 48 Hours*
Target problem resolution time on critical incidents**	< 2 Business Days

* For "Production System Down" situation only and may be subject to travel and time zone constraints (Visa and travel documents). AspenTech's consultant's travel and living cost is the responsibility of the customer. Other fees may apply if incident is not caused by AspenTech software defect.

** Without code changes. 80% probability. Workaround can be considered as a temporary solution.

Software Upgrades

New versions and releases with enhancements are available to keep customers current with the latest technology.

AspenTech software products are managed according to a **product lifecycle** management program. This program consists of planned and scheduled updates including Cumulative Patches, Emergency Patches, and bug fixes to keep the applications running without interruption and compatible with your changing IT environment.

You may use the **AspenTech Software Upgrade Order form** to request an upgrade for any of your AspenTech software. If you would like to add users or products to your license, please contact your sales account manager or email our **eSales Team**.





Technical Support

AspenTech's award-winning technical support provides you with certified, industry-recognized troubleshooting and issue management processes as well as integrated software and domain expertise in highly specialized areas. You can expect to receive world-class support by our specially trained support consultants who have access to our proprietary intellectual properties and technical resources in Research and Development, Product Management and Professional Services. This allows them to professionally address customers' issues and identify optimal solutions quickly.

Our support services provide customers with access to support consultants, who provide advice, tips and suggestions regarding:

- General product usage
- Clarification of documentation
- Bug identification and escalation
- Use and navigation of graphical user interface
- Enhancement suggestions
- Upgrade configuration questions
- Identification and referral toward other AspenTech products and services

You can contact our customer support team using any of these methods:

- [support web site](#)
- [support email address](#)
- [support telephone number](#)

The support consultants strive to resolve your issue within our target resolution times.

If you need assistance beyond the scope of our support services, we will identify the most appropriate person or service to better assist you.



Online Support Center

The award-winning online support center is your gateway to our support organization. This website includes personalization capabilities that enable you to customize the site to focus on your primary products of interest.

The AspenTech online support center provides the following capabilities:

- Personalized “My Support” portal
- Access to technical knowledge base with search
- Download software patches & upgrades (for versions covered under SMS)
- Request product upgrades via the web
- View or download product documentation
- Report defects, request fixes, submit enhancement requests or product issues via email or the web
- Submit requests and suggestions via email or the web and track submitted incidents via the web
- Receive monthly technical support e-bulletins
- Review known product and application related issues via the web
- Download application examples and view online training videos (when appropriate for licensed products).
- Easy access to training resources and class schedules

Our online knowledge base is available 24/7

One of the key features of our award-winning online support center is the technical knowledge base. The online knowledge base is a library of knowledge and experience from the best experts in AspenTech. It is recognized by the customers as a valuable knowledge repository for learning and troubleshooting at their fingertips. The knowledge base helps to facilitate knowledge transfer during customer staff transitions as well as continuously grow product expertise.

Monthly technical support e-bulletins provide you with proactive communication

Registered web support users also receive personalized monthly technical support e-bulletins. These e-bulletins proactively notify you about important technical support information for your primary products of interest, including:

- Upcoming events
- Product release announcements
- Technical advisories
- User group information
- Training resources

Performance Metrics

The AspenTech customer support organization is dedicated to ensuring the highest level of customer success and satisfaction by building strong relationships with and providing unparalleled service to our customers. Our global organization uses certified support processes and industry best practices to ensure that we are efficiently and effectively meeting customers' support needs.



Customer Feedback & Management Escalation

To measure the effectiveness of our performance and allow us to improve our service, we rely on customer feedback. The “Voice of the Customer” survey, incident and web support surveys, and other direct feedback routes are used to help us develop action plans and drive quality initiatives throughout the organization.

We use a defined management escalation process to ensure customer satisfaction issues are addressed promptly. Customers can easily contact any member of our global support management team by visiting our [management contact](#) page on the online Support Center.

Who is Eligible to Receive AspenTech Premier Support?

Customers, who have a valid license for the software and have a current* SMS agreement with AspenTech Premier Support or our legacy support offering known as Silver SMS, may benefit from the AspenTech Premier Support Services.

For information on how to renew your SMS and take advantage of AspenTech Premier Support, please review our [SMS Contract Renewal Process](#).

* Customers who have not renewed their SMS agreement upon the expiration of the current SMS term may be subject to cancellation. Upon cancellation, all benefits and entitlements are discontinued at midnight on the day immediately following the expiration of the prior term. After cancellation, any requests for software updates and technical assistance will require reactivation and reinstatement of the SMS agreement. Reactivation requires the customer to pay the SMS charges for the elapsed period, plus a reactivation fee.





Additional Services

AspenTech provides additional services which compliments the AspenTech Premier Support offering, these include:

Customer Training AspenTech offers a wide range of affordable and convenient training solutions, including public training, onsite training and custom training. To register for courses or access detailed contact and program information, please visit the online [Training Center](#).

Installation and Upgrade Services If you do not have the available resources to coordinate upgrades and installs, our product installation and upgrade services include; on-site installation of new AspenTech software products, upgrades, and patches.

Site Audits Our site audit services provide a complete review of your hardware and software infrastructure and support and training needs. This audit will make recommendations for hardware and software configuration as well as proactive services needed for skill development and ongoing support.

Application Consulting Our Application consulting service provides project management and application development assistance when customizing AspenTech products.

Designated Support Consultant AspenTech offers designated support consultants, on a full or part-time basis. These consultants provide a single point of contact for accelerated knowledge transfer. The consultant will work closely with you to provide individualized coaching, customized training; and application consulting when necessary.

For additional information about any of the fee-based services listed above, you may contact CustomerCare@aspentech.com.

AspenTech is a leading software supplier for optimizing asset performance. Our products thrive in complex, industrial environments where it is critical to optimize the asset design, operation and maintenance lifecycle. AspenTech uniquely combines decades of process modeling expertise with machine learning. Our purpose-built software platform automates knowledge work and builds sustainable competitive advantage by delivering high returns over the entire asset lifecycle. As a result, companies in capital-intensive industries can maximize uptime and push the limits of performance, running their assets faster, safer, longer and greener.

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