

Customer Support through Collaboration with AspenTech Partners and Third Party Service Providers - Roles and Responsibilities

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Introduction

AspenTech Customer Support often works with AspenTech's Partners or Third-Party Service Providers retained by our customers (referred to herein as "**Partners**") to resolve technical issues encountered by our customers. This document is intended to outline the responsibilities of each party in this process, including the best practices for version upgrade and supported platforms.

Additionally, it provides an overview of AspenTech's Support Processes as well as the competency program that can help Partners and Service Providers get trained, certified and stay up to date on the latest AspenTech products and features.

Roles and Responsibilities of Partners

- Report customer issues in a timely manner, using AspenTech's case submission process outlined in the [Customer Services Guide](#).
- Provide information promptly to troubleshoot and resolve the issue. Facilitate open and timely information sharing between the end user and AspenTech to aid in quick problem resolution.
- To be available to meet with AspenTech and troubleshoot the issue without any delays for critical/urgent cases that need immediate resolution.
- Provide end user contact information and involve them when needed to troubleshoot the problem.
- To communicate the progress of the issue with the end customer.
- To participate in regular case review meetings with AspenTech and the customer representative when requested or needed.
- Follow the escalation process outlined in the "Issue escalation and resolution" section.
- To involve AspenTech in any AspenTech software report or analysis to be presented to the end customer.

Version Upgrade

Partners should know and understand our [Product Lifecycle Policy](#), use a supported version and create an upgrade plan to adopt the newest versions of AspenTech Software.

During the upgrade process, Partners are expected to review and follow the procedure documented in the AspenTech Product documentation.

AspenTech provides [Upgrade Journey](#) documents that outline the best practices to plan and execute an AspenTech Software upgrade.

Platform Support

Partners should understand the [computing platforms](#) that are tested and supported by AspenTech. Using a platform with lower requirements will potentially affect the software performance.

Health Checks

AspenTech recommends regularly performing remote Health Checks to understand the end customer's daily operation, typical problems presented when using AspenTech software, IT infrastructure and upgrade practices. To perform a Health Check, the presence of the following is usually required:

- IT Department.
- Person in charge of licensing system.
- Representative user from end customer.
- Partner or Third-Party Service Provider representatives.
- AspenTech representative.

A report is delivered with a summary of the Health Check, recommended Best Practices and action items.

Roles and Responsibilities of AspenTech

- Follow the case resolution guidelines in our [Customer Services Guide](#).
- Troubleshoot the issue to the best of our ability with the information provided according to the customer's business needs in a timely manner.
- Schedule and lead regular case review meetings when requested by customer or if otherwise needed. All open items and their status will be discussed. The meetings should be attended by the end customer, Partners and AspenTech. Meeting frequency to be agreed between AspenTech, Partners and End Customer in initial engagement call.

AspenTech will keep the Partners and the customer updated on a resolution plan regularly for escalated cases

Appendix: Customer Support Process

This Appendix is intended to provide an overview of our support process described in our [Customer Services Guide](#).

Issue Reporting

All AspenTech software related issues should be reported to AspenTech Support, according to our criticality criteria:

Criticality	Definition
Critical	Production System is down with no ability to collect or generate critical data correctly, resulting in the Critical project being held at a standstill
Urgent	Can't use major product feature or can't fully utilize product as designed or documented. No "acceptable" workaround available with a necessity to correct the major feature issue
Important	General problem or question which does not prevent the user from fully utilizing product (as designed or documented)
Minor	Not awaiting immediate solution or response

Issues should be reported by using one of the options below:

- a) Call the hotline to the numbers listed in our [Support website](#). Urgent or critical issues should be phoned in for immediate attention.
- b) Submit online using the web portal
- c) Send an email to esupport@aspentech.com
- d) Through the Web chat available from AspenTech Support website

The following information is needed when reporting the issues:

- End customer information:
 - Customer name and site
 - Main point of contact at the customer site
- Priority and impact on customer business
- Description of the problem
- How long has the problem been reported to be occurring
- AspenTech product name
- Version and patches installed
- Microsoft operating system and version
- Third party applications used and/or customized solutions
- What troubleshooting steps have been taken
- Any changes made to the server/client
 - Windows update
 - Security policy changes
 - Patches applied

Software Enhancement Requests

For software enhancement requests, Partners should follow the same procedure as the case submissions outlined in the [Customer Services Guide](#).

All enhancement requests will be reviewed, and the decision communicated to the enhancement request submitters.

Issue Escalation and Resolution

Basis and timeframe for escalation

- For critical plant down issues with significant impact to end customer operations, issues should be escalated within 1 business day.
- If progress is stalled on non-critical issues, or resolution is not acceptable, issue should be escalated within 1 week.

Escalation process

The Partner should escalate the issue by sending an email to the following regional contact, based on the end user location:

Region	AspenTech Contact	Email	Phone
North America	David Reumuth	David.Reumuth@aspentech.com	+1 281 584-1933
Latin America	Daniela Cermeno	Daniela.Cermeno@aspentech.com	+52 55 8882 1829
Europe and Middle East	Chris Jennings	Chris.Jennings@aspentech.com	+44 (0) 118 9226405
Asia	Chee Hoe Sam	CheeHoe.Sam@aspentech.com	+65 6395 3923

AspenTech will acknowledge escalation with the Partner and the end customer. AspenTech will provide regular updates on progress of investigation and resolution plan, until issue is resolved to the satisfaction of the end customer.

Training and Certification

We strongly recommend that our Partners take advantage of our various training options and become Aspen Certified Users.

Partners should also help identify and encourage the key end users at customer's site to get trained and certified.

AspenTech Training Options

You can get trained by our live experts conveniently through our virtual and online training offerings. We have a comprehensive curriculum of [120+ course titles](#), with designed [curriculums maps](#) for all of our solutions. Sign up for a class [here](#).

In addition, we offer face-to-face trainings in various cities around the world, see our offerings [here](#).

Aspen User Certification

Passing Aspen User Certification exam to become a certified user is a recommended way to establish your competency in using the AspenTech software. The exams consist of quizzes and hands-on exercises. Any users who pass the exam become certified and will receive a certificate from AspenTech and a digital badge that can be displayed to Social Media such as LinkedIn.

A list of AspenTech products for which certifications are available, as well as the study guides to prepare for the exam can be found at [AspenTech's Certification website](#).