

Customer Services Guide



This document is intended as a guide to using support services from AspenTech. This documentation contains AspenTech proprietary and confidential information and may not be disclosed, used, or copied without the prior consent of AspenTech or as set forth in the applicable license agreement.

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Customer Support and Training

To locate the appropriate call center for your business and view a list of all contact information, please go to the [Call Support](#) section on the [Support Center](#) home page.

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Dedication to Service Excellence

AspenTech continuously strives to deliver maximum value to our customers by providing the best products and services in the industry. Our award-winning customer support team is eager to help you use our products to realize the full benefits of our technology. We are committed to delivering a world-class support experience to all our customers.

Mission Statement

Ensure the highest level of customer success, satisfaction and loyalty by providing unparalleled services to our customers so they are not only eager to continue to do business with AspenTech, but also encourage others to do so as well.

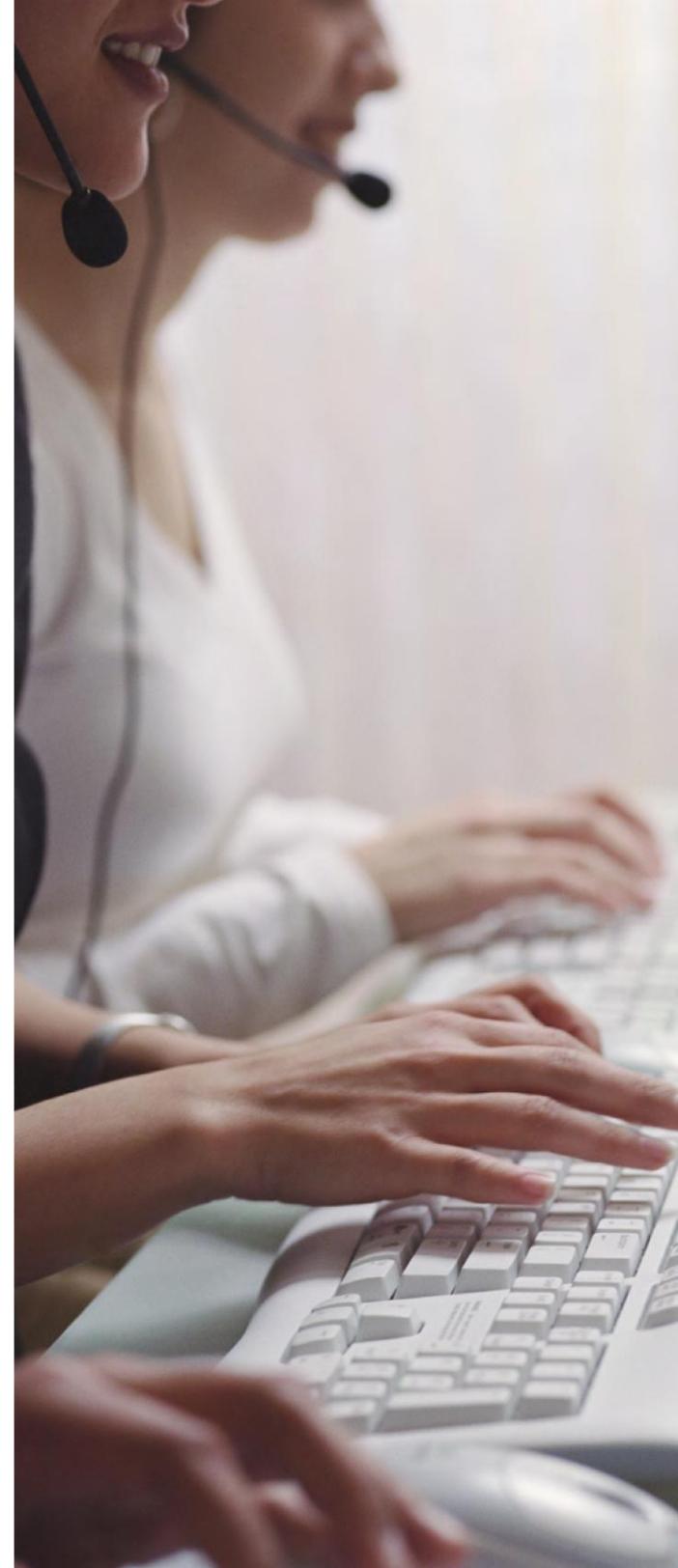
Guiding Principles

- We operate as a team to deliver the best results for both our customers and AspenTech.
- We are empowered to do the right thing for our customers and are accountable for leveraging all company resources to provide the best possible service for our customers.
- We pursue customer feedback and continually optimize our processes to drive improvement in our products and services.
- We apply innovative solutions to ensure timely and accurate responses to our customers and to enhance customer value and promote customer success.

Industry Recognition

AspenTech was inducted into the Hall of Fame Lifetime Achievement Award for Service Excellence by the Technology Services Industry Association (TSIA). AspenTech earned this prestige as a result of winning five STAR Awards and was one of a select group of companies recognized with this prestigious award since its inception in 1990.

AspenTech also received the SSPA STAR Best Online Support Award and two consecutive WebStar Service Awards for outstanding web-based customer support.



AspenTech Software Maintenance Service Offerings

AspenTech Premier Plus Support

AspenTech Premier Plus Support is included in our license subscription agreements where Software Maintenance Services (SMS) are bundled into subscription payments through the entire license term. AspenTech Premier Plus Support includes the following services and Service Level Objectives (SLOs):

Support Services	Premier Plus Support
24x7 Customer Care Service	✓
Technical Support Advocate Service	✓
Access to online training modules	✓
Access to new software version releases (software upgrades)	✓
Access to maintenance updates	✓
Access to patches, service packs and hot fixes	✓
Access Technical Support via telephone, email or web, case tracking via web	✓
Access to Online Customer Support and Training Center (esupport.aspentech.com)	✓
Access to online Knowledge Base including product documentation	✓
Assistance in resolving software installation issues	✓
Assistance in identifying defects and resolving product usage issues	✓
Assistance in requesting and formulating software enhancements	✓
Register to receive support e-Bulletin and critical problem alerts via email	✓
Critical Problem Resolution (CPR) management	✓
Target response time to email requests or cases reported through web	2 business hours
Target response time to support telephone calls	90% immediate
Target initial response time to voice messages	Within 2 business hours
Escalation to second level on critical cases	Within 1 business hour
Escalation to development on critical cases	Within 1 business hour
Frequency of updates on critical cases	Every business hour
Target departure time for emergency onsite support	Within 24 to 48 hours*
Target problem resolution time on critical cases **	Within 1 business day

* For "Production System Down" situations only which may be subject to travel and time zone constraints (Visa and travel documents).

Travel and living cost of AspenTech consultants is the responsibility of the customer. Other fees may apply if case is not caused by the AspenTech software defect.

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

24x7 Customer Care Service

AspenTech Premier Plus customers have access to this service 24x7, which covers all customer service issues that are non-technical in nature. The Customer Care representative will work with the customer to resolve these non-technical issues. For technical issues received outside business hours, Customer Care will make sure that cases are created and assigned to an AspenTech technical consultant to work with the customer during the following business hours. For a Critical issue that results in data loss or a general system down in a manufacturing environment, Customer Care will engage an AspenTech technical consultant to assist on a best effort basis.

Technical Support Advocate Service

Customers are assigned Technical Support Advocates (TSA) who provide the following services:

- Serve as the technical escalation point for the primary products installed at the customer sites to make sure complete resolutions are provided for critical and complex technical issues.
- TSAs have expertise with customers' primary installed products and work with the customers to become familiar with the technology setup at the customer sites.
- Host regular review meetings of open cases, bugs and status check-ins.
- Coordinate virtual product support clinics including short "what's new" and "how-to" sessions on functions, features or interfaces.

Web-Based Online Training Modules

The web-based Online Training Modules from AspenTech provide short videos that will assist customers to learn features of AspenTech products. The modules include "how-to" and integration examples, as well as other information that will help the customer optimize the use of the products.

Software Upgrades

AspenTech Premier Plus Support customers are entitled to receive new versions and releases. Each new version contains defect fixes, new features and functionalities, with a release schedule designed to bring the maximum benefits to our customers with quality and speed. The types of releases include major, minor and supplemental releases, as well as cumulative patches, hot fixes and emergency patches.

You may use the AspenTech Software Services Order Upgrade form on our website to request a software upgrade version. If you would like to add more licenses, please contact your sales account manager or email customer.care@aspentech.com.

Technical Support

AspenTech Premier Plus Support also includes technical support. We have industry-leading and award-winning troubleshooting and issue management processes filled with domain expertise in highly specialized technology areas. You can reach our support hotline by telephone, email or through our website and live chat and work with our support team, including experts in our R&D and Professional Services organizations.

Our technical support generally covers the following types of issues:

- Software installation and license key issues
- Distribution of new versions and releases
- Product documentation issues
- Product usage issues, or issues related to existing setups and configurations
- Product defect and software performance-related issues; critical problem alert (email/e-bulletin)
- Workaround for defect; best-practice tips and tricks
- Submitting and defining enhancement requests
- Questions on online knowledge articles and requests for new content
- Emergency onsite support for AspenTech software problems (T&L paid by customer)
- Referral toward other AspenTech products and services

The following tasks are generally not covered by AspenTech Premier Plus Support and require separate fee-based Professional Services contracts:

- Maintenance and support on customized applications and models, customized integration and interfaces
- Model and application development work
- Project implementation service and solution rollout
- Customization and adaptive work and consultation, including custom interfaces and integration work
- Problems or issues caused by any adaptation or customization work
- Service work required to migrate a solution from one version to another, or migration of databases
- Value assessments, business consultation
- Perform version upgrades for the customer



Online Support Center

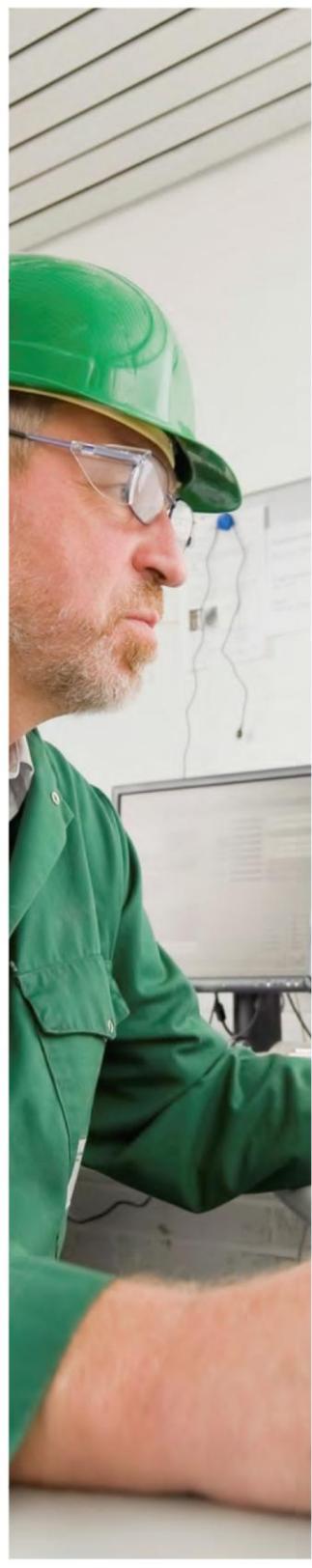
AspenTech Premier Plus Support also includes access to our online [Support Center](#). Our online Support Center contains a personalized portal with the following capabilities designed to bring you the information and knowledge relevant to your interest:

- Access to technical Knowledge Base to review technical tips, FAQs, best practices, known product and application-related issues. Download sample files, templates and examples.
- Easy access to training resources from AspenTech, including training curriculum and class schedules
- Request product upgrades and download software patches and upgrades. View or download product documentation.
- Report product issues and defects, request fixes, submit suggestions and enhancement requests. Track your submitted issues through the web.
- Subscribe to monthly Technical Support e-Bulletins.

The online Knowledge Base is a library composed of thousands of technical articles, tips, examples and FAQs, available for users to explore and find relevant information easily. This is a valuable resource for our customers and serves as a readily accessible technical repository for learning and troubleshooting. Many customers leverage this repository as a knowledge management tool to facilitate their own learning and knowledge transfer and retention.

The online Support Center also offers monthly Technical Support e-Bulletins, with personalized information relevant to your interest, such as:

- New Knowledge Base articles (Tech Tips, application examples, known issues and patches)
- Upcoming events
- Product release announcements
- Technical advisories
- Training resources



Documentation

Documentation for our software products is part of our online Knowledge Base. Most products contain extensive online help within our software that has context-sensitive search capabilities. Some products also have Getting Started guides. Our standard software documentation can often answer product usage questions. We frequently refer users to these resources during troubleshooting and problem solving. We encourage you to familiarize yourself with our product documentation.

Service Level Objectives (SLOs)

We use established Service Level Objectives (SLOs) to measure our service performance against targets. The speed of response, the frequency of updating our customers and the time to resolution are among the top key performance indicators (KPI) we watch closely.

Initial Acknowledgement Time

The acknowledgement time is the maximum length of time for us to acknowledge receipt of your support request and route the request to the appropriate person.

Communication Type	Initial Acknowledgement
Telephone	90% immediate contact with support staff
Voicemail	Return call within 2 business hours
Web	Assigned to support consultant within 2 business hours
Email	Assigned to support consultant within 2 business hours

Response and Resolution Times

The target response and resolution times vary with urgency or criticality of an issue. Each case is assigned to one of our priority levels to reflect its impact on your business, as defined in the table below.

Priority Level	Definition
Critical	Production system down, or issue that inhibits essential operations
Urgent	Unable to use major product feature. Necessary to correct major feature issue
Important	Non-time sensitive question, but may have impact over long term
Minor	Low or no impact on operations. Software enhancement

The table below shows our target response and resolution times for each priority level for AspenTech Premier Plus Support. Our SLO is to meet or exceed these targets 80% of the time.

Priority Level	Status Updates	Escalation to Development	Response Time Target	Resolution Target
Critical	Every hour	Within 1 hour	< 30 minutes	Target to resolve or stabilize issue within 4 hours (24/7)
Urgent	Every business day	Within 1 business day	< 4 business hours	Target to resolve or provide workaround within 5 business days. Code changes can take longer
Important	Every 2 business days	Within 4 business days	Technical response 2 business days	Target to resolve or provide workaround within 4 weeks. Code changes can take longer
Minor	Every 2 weeks	Within 10 business days	Technical response 5 business days	Target to resolve or provide workaround within 6 weeks. Code changes can take longer



Optional Support Services

Beyond the standard Software Maintenance Services outlined previously, AspenTech also offers other optional fee-based services.

AspenTech University

AspenTech offers a comprehensive curriculum of training courses on how to apply our software products and technologies to achieve business and operational benefits. Our customers have choices of arranging for instructor-led, private training classes at their sites or registering for public classes at our regional training centers at various locations around the world. They can also select to attend classes from their own offices through the Internet (Virtual Classroom). Please visit our Training Center at training.aspentech.com for more information.

On-Site Technical Support, Installation and Upgrade Services

If you do not have the available resources to coordinate upgrades and installs, our Product Installation and Upgrade Services include onsite installation of new AspenTech software products, upgrades and patches.

Site Audits, Application Consulting and Support

For site audit services, our consultants will review your hardware and software infrastructure, as well as your organization's support and training needs and recommend the best hardware and software configuration, skill development and support programs.

We also provide project management and application development services to help you configure and customize AspenTech products for your specific needs (Application Consulting) and provide sustained value support on these applications (Application Support).

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.



How to Contact Support

Customers can reach AspenTech Technical Support via telephone, email or the web, including Live Chat. Every support request is logged and tracked as a “case” and assigned to a Support Consultant who will work with you to achieve resolution. To locate a support center’s contact information for your region, please go to the Call Support section on the Support Center home page at support.aspentech.com.

Telephone Requests

When you place a call to any of our support centers, you will hear an automated phone menu for you to select the products you are calling about or the types of inquiries. Once you have made your selection, your call is routed to the most appropriate consultant available. Please be ready to provide our support consultant with your contact information and, if your call is about a previously reported case, that case number so that you may be directed to the Support Consultant assigned to that case.

The phone menu helps us quickly triage your call to the right people by prompting you to select:

- The product suite you need support for, training registration and inquiries or other non-technical customer service issues. Note: You do not have to wait for the recorded instruction to complete. If you know the specific menu sequence, you can enter it as soon as the system answers.
- After you have selected a product suite, you are prompted for specific product names. Upon your selection, you are routed to a Support Consultant.
- If all Support Consultants are busy assisting other customers, you can opt to be transferred to Customer Care or leave a voicemail. Our next available Support Consultant will return your call within two business hours.
- During non-business hours for the support center location, you can choose to leave a standard voicemail or go to our support website to submit an issue.

Charts showing the phone menu options are available [here](#).

Email/Web Requests

You can submit non-critical issues through email or web (including Live Chat). The email addresses for various products and Support Centers can be found on the [Email Support](#) option on our Support Center website.

To submit an issue through our website, please go to our online [Support Center](#), click on “Submit a Case” and complete a simple case submission form. Note that you must register with our website first to use the services, as the site is accessible by our customers only. Registration is simple - just click on “Register Now” on the home page of the AspenTech Support Center.

You can click on Chat with Support on our Support Center home page to chat with our customer support staff.

Key Information for Logging Cases

When you contact us, please describe your problem accurately and provide the following information:

- Your name, your company name and your current contact information
- Your case number if this issue has already been reported
- AspenTech product name, version and operation system and version
- Description of your problem and the exact text of any messages that appear on the screen
- Which (if any) in-house customization has been applied
- A description of the steps you have already taken to try to solve the problem

We may need an example file that exhibits the problem. If you are unable to send the requested file, our troubleshooting means might be constrained.

The Support Consultant assigned to your issue will respond by telephone or email to acknowledge the receipt of your request with the following information:

- Consultant’s name
- Case number
- Description of the issue
- Perceived criticality of the issue

Service Excellence

Our established goal is that 90% of all incoming calls will be answered within 30 seconds. For those calls that are answered by our voicemail system, our goal is to return your call within two business hours of your original call.

Case Resolution

Case Tracking

Every issue is logged as a case and assigned to an AspenTech employee who is the primary owner of the issue.

Our consultants are required to document and track all information related to a case, including:

- Product versions and operating environment
- Problem definition/description
- Troubleshooting steps applied
- Resolution details
- All communications related to the issue

This process helps us identify common problems and find solutions, avoid confusion, reduce duplicate work and get the best expertise from collaboration.



Escalation for Problem Solving

We use the software industry standard tiered first, second and third-level processes to handle problems with varying complexity. A problem not solved by first-level support within a defined timeframe is escalated to the second level who has more experience and product knowledge in specialized areas. More complex issues, including product code level issues, are further escalated to the third level. The third-level support has in-depth experience and often the code-level knowledge on our software algorithm and can be experts in Support, R&D or Professional Services. Throughout the entire process, your assigned primary Support Consultant will remain your primary point of contact.

This process leverages the best resources at our company to address an issue, ensuring that your call to our Support Center is not just about dealing with one individual but an entire team at AspenTech.

Service Excellence

When critical issues can not be resolved within normal business hours, the support team will continue to work beyond normal business hours to resolve your critical issue.

FIRST-LEVEL SUPPORT:

Answers routine software usage questions and data-entry questions and handles issues such as setup in the GUI, simple configuration and software functionality questions.

SECOND-LEVEL SUPPORT:

Handles problems caused by user errors and erroneous data, questions about modeling and applications, detailed setup and configuration issues or any other complex questions related to documented features.

THIRD-LEVEL SUPPORT:

Covers problems caused by specific software defects or questions on particular algorithms that may produce the suspicious results, which usually requires a developer's knowledge on the source code or changes in the source code.



Overview of technical support process

Investigation and Status Updates

The first step our Support Consultants usually take is a quick search in our Knowledge Base and case tracking system to see if a problem is a recurring one already reported by other customers and if there is a known solution. For known issues or questions, a customer’s inquiry can be resolved on first contact and the case can be closed immediately. For any case not resolved on the first contact, the case remains open until the issue is resolved to your satisfaction. The primary Support Consultant assigned to the case will keep you informed of the status and progress from the time it is submitted to the time it is resolved. You may receive status updates via telephone, email or through the Online Support Center. You can use our online case tracking on the web to follow the progress or communicate with our support consultant.

Resolution

A case is closed only when you have confirmed that the issue has been resolved to your satisfaction (within the scope of services provided) and no further action is required. A workaround accepted by you can be considered as a resolution. If your request is beyond the scope of our standard support services, we will identify and recommend other appropriate services to assist you. It is important for you and our Support Consultant to agree on a desired resolution time for each case. In some cases, follow-up is required for our consultant to confirm that your issue has been resolved to your satisfaction. Since your confirmation on resolution helps us manage our workflow and avoid any confusion or delay, our Support Consultants may contact you frequently to confirm resolution. Your confirmed satisfactory resolution is one of our top key performance measurements.

Online Support Center

Our online Support Center is an excellent resource for self-services in terms of knowledge research and management and offers a convenient way for users to get help electronically. You can find the most up-to-date information on products, training and support from this support website. The online Knowledge Base contains thousands of articles covering a broad range of technical content accessible from anywhere, anytime, which many customers find valuable for troubleshooting and learning.

Registration

Accessing the technical content on our online Support Center website requires registration for a support web account. Only customers who have a current Software Maintenance Service agreement with AspenTech may be granted a web account. Your registration can be declined if you are not a current customer or if your registration information is incomplete or inaccurate.

Features of My Support Portal

A personalized home page helps you access important product and support information quickly, such as My Open Cases with their status, My Training, Top Knowledge and My Download Center.

The **Global Search** contains a 360-degree search that gives you quick access to all content, including your cases, all Knowledge Base articles and available patches. This service provides the fastest, most efficient searches to deliver the most relevant content based on your query.

Knowledge Search provides advanced search results based on filter selection and keyword combinations. It includes useful filter options such as Product Family, Product Name, Product Version and Article Type.

View My Favorites enables you to create and customize a list of your favorite Knowledge Base articles. This view also allows you to search for articles within your Favorites list.

My Cases presents details about your cases with links to the open cases that you have submitted. “View All” cases allow you to search for all your open and closed cases using a variety of filters, and you can easily export the data to Excel. You can also request higher-level access to track all cases submitted by other users from your site or company.

My Training displays your registered, upcoming and completed training.

My Download Center provides you with a list of all the downloadable media available for you to download. **Show Patches** will display patches which are applicable for the media you wish to download.

AspenTech e-Bulletin will display monthly product news, recent patches, knowledge base solutions and upcoming training in your region.

Customer Training

Whether you are learning to use our products for the first time or want to acquire advanced skills, make sure you visit our online [Training Center](#) to browse through our training offerings.

We offer a full curriculum of instructor-led courses designed for various levels of experience - from beginners through advanced users. With the learning objective focused on helping our users do their jobs better and faster, our course materials are designed for students to learn how to use our software to solve their real-world problems.

Our training programs emphasize hands-on learning by providing students with detailed instructions and hands-on classroom demos and exercises. Our courses require students to apply the skills learned to complete tasks in their own labs or workshops with the assistance of the instructor. At the end of each class, students are asked to rate the effectiveness of the class and the instructor.

In addition to holding public classes in various cities around the world, we also conduct virtual training using a cloud-based lab environment and offer private training classes at a customer's site. You can register for a public class or request an onsite class on our Training Center website. Please make sure to visit our Training Center website to search for the courses, locations and schedules most appropriate for you and download our training course catalogue or contact our Training Coordinators with any questions.





Commitment to Excellence

Management Escalation

Our management is totally committed to customer satisfaction. If you are unhappy about the products or services, we would like you to contact our management. A list of [Management Team contacts](#) is published on our Support Center. Note that a link is also attached to each support email you receive from our support consultants so if you are not happy with our service for that particular case, you can click on the link to contact our managers.

Satisfaction Surveys

We use satisfaction surveys to gather your feedback to measure your satisfaction with our products and services, to evaluate the effectiveness of our service and its impact to your work and to obtain suggestions on how we can do better. We conduct the Voice of the Customer Survey, Case and Web Support Surveys and use other direct feedback vehicles to help us identify any problem areas and develop action plans for improvement.

Voice of the Customer Surveys - These surveys are sent out quarterly to different selected groups of customers to gather their feedback on our products and services, including the customer experience of dealing with various parts of AspenTech. We use the surveys to evaluate how we do as a company.

Case Surveys - We solicit your feedback whenever our staff has closed a case submitted by you. Anytime a case is closed, the customer receives an automated email invitation to complete a case survey. Survey respondents rate our performance in several key areas and are invited to make specific comments.

Web Surveys - Web surveys can be done anytime via our support site. You can also submit your feedback through the Online Support Center. Your feedback on the self-support service offered through the Online Support Center is reviewed immediately and collected for use in developing new website features and functionality.



Customer Feedback

You are welcome to call us, including your sales account manager, anytime. You may use our Support Center telephone numbers and ask for management, or call management directly using the contact information published on our website. On a regular basis, AspenTech also hosts Customer Events such as on-site customer visits, User Group meetings, Product Advisory Boards, etc. These events provide additional opportunities for AspenTech to interact with our customers to collaborate and address concerns, ideas and suggestions.

You can also use the Support Managers link under the About Support section of our Support Center website to tell our managers about the support you received from AspenTech. For each online Knowledge Base article you read, we ask that you rate the usefulness and provide your feedback, which is located at the end of the article.

Phone numbers for our worldwide offices are available at this link:

https://esupport.aspentech.com/apex/contact_phone

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.

www.aspentech.com