

Customer Services Guide

Leverage our award-winning services to ensure quick response, measurable results, and the most rewarding customer experience



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This document is intended as a guide to using AspenTech's support services. 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.

Corporate Office

Aspen Technology, Inc.
200 Wheeler Road
Burlington, MA 01803

Phone: (1) (781) 221-5500

Email: esupport@aspentech.com

URL: <http://support.aspentech.com>

Customer Support and Training

To locate the appropriate call center for your business and a list of all contact information, please visit our online Support Center at the following link: <http://support.aspentech.com/SupportPublic/centers.html>

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Dedication to Service Quality

In today's constantly evolving environment of technological advancement and relentless drive for process improvements, AspenTech is striving to continue to meet our customers' needs. We are dedicated to providing the highest level of services. Our award-winning team provides you with a consistent service experience, enabling you to realize the full benefits of your AspenTech software solutions while optimizing your business.

As exemplified by our Mission and Vision Statements and Guiding Principles and our Support Center Practices (SCP) Certification by the industry experts at Service Strategies, AspenTech is committed to delivering consistent and reliable world-class support.

Mission Statement

Ensure the highest level of customer success, satisfaction, and loyalty by building strong relationships with, and providing unparalleled services to, all of our customers.

Vision Statement

Create highly satisfied, loyal customers who are eager to continue to do business with AspenTech and who will encourage others to do so as well.

Guiding Principles

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



Support Center Practices Certification

AspenTech has been SCP Certified since 2002. Customer Support centers that have earned Service Capability & Performance (SCP) Certification are acknowledged as companies committed to customer satisfaction and continuous process improvement. SCP Certification consists of an annual in-depth audit of more than 100 business elements and 11 critical success factors. The audit is conducted by an independent company, Service Strategies. The SCP Certification thoroughly tests a support organization's strategies and operating processes against a stringent set of performance standards and metrics, which represent the best practices in the industry.

Industry Recognition



AspenTech was honored to receive The 2007 SSPA STAR Best Online Support Award presented by the Service & Support Professionals Association (SSPA), the most influential association for technology service and support professionals. The STAR Awards for best practices are awarded after the applicants successfully undergo a rigorous review by a select industry committee.

In order to be considered, companies must submit a detailed description of their online support process along with the following information:

- Specific baseline data
- Performance metrics
- Returns and benefits
- Additional information about what makes their best practices unique

The STAR Awards for best practices are presented annually to the company that effectively promotes and instructs customers on its self-service capabilities, systems and tools; offers consistent and integrated interfaces; and measures customer success through usage of metrics for ongoing improvement. This honor represents industry peer recognition that the recipient of the award provides the most innovative and efficient processes for service and support.



In April 2004, AspenTech received the second consecutive **WebStar Service Award** for outstanding web-based customer support. The WebStar Service Award is presented annually by the SSPA to five select organizations that provide superior customer service for their online customers.

AspenTech's website was recognized as outstanding due to the innovative personalized services, comprehensive knowledgebase, and wealth of self-support resources that provide customers fast and easy access to their solutions.



AspenTech earned the **STAR Award for Excellence in Complex Support Applications** in 1997, 2001, 2002, 2003 and 2004. The typical applicant in the Complex Support Application category are senior-level technical support representatives who interface with senior-level customers in engineering and scientific fields. Customer call volume is low due to the complexity of each request, and the time it takes to identify and resolve each issue.



AspenTech has earned the **Hall of Fame Lifetime Achievement Award** for Service Excellence from the Service and Support Professionals Association (SSPA). AspenTech was inducted into the Hall of Fame as a result of winning five STAR Awards.

AspenTech is one of thirteen companies to be recognized with this prestigious award since the inception of the award in 1990. AspenTech won STAR Awards for providing exemplary customer support in the Complex Support Applications category. With this award, AspenTech has demonstrated a consistent level of excellence and a commitment to further developing and continuously improving its support offerings; it underscores the relentless pursuit of customer satisfaction and loyalty.

AspenTech Premier Support: Software Maintenance and Support (SMS) Services

Customers who have a valid license for software can take advantage of our world-class Software Maintenance and Support (SMS) Services. AspenTech Premier Support offers a wide range of services to help you realize the full value of your software investment

The following table provides an overview of the benefits under AspenTech Premier Support:

Services Entitlements	AspenTech Premier Support
New Software Version Releases	☑
Maintenance Updates	☑
Patches, Service Packs, and Hot Fixes	☑
Technical Support via Telephone (Toll-free in 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 Online Customer Support and Training Center (http://support.aspentech.com)	☑
Incident Submission via Email or Web; Incident Tracking via Web	☑
Online Knowledgebase including Product Documentation and Patch Download	☑
Support e-Bulletin via Email	☑
Critical Problem Alerts via Email	☑
Critical Problem Resolution (CPR) Management	☑
Target Response Time to Email Requests or Incidents Reported through Web	2 Business Hrs.
Target Response Time to Support Telephone Calls	90% Immediate
Target Initial Response Time to Voice Messages	Within 2 Business Hrs.
Escalation to 2nd Level on Critical Incidents	Within 2 Business Hrs.
Escalation to Development on Critical Incidents	Within 4 Business Hrs.
Frequency of Updates on Critical Incidents	Every Business Hr.
Target Departure Time for Emergency Onsite Support	Within 24 to 48 Hrs.*
Target Problem Resolution Time on Critical Incidents **	Within 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.

AspenTech Premier Support Benefit Details

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 **Sales Team** at esales@aspentech.com.

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 Consultants 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 website
- Support email address
- Support telephone number

The Support Consultant strives to resolve your issue within our published 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 Knowledgebase with search and bookmark capabilities
- Download software patches and upgrades (for versions covered under SMS)

- Request product upgrades via the web or email
- 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 and Critical Problem Alerts via email
- Review known product- and application-related issues via the web
- Download Sample Macros and Extensions, Animated Tutorials, and Examples Library (when appropriate for licensed products)
- Participate in user-driven discussion forums hosted by AspenTech
- Review user group information via the web
- Easy access to training resources and class schedules

Our online Knowledgebase is available 24x7—One of the key features of our award-winning online Support Center is the technical Knowledgebase. This library of knowledge and experience from the best experts in AspenTech is recognized by customers as a valuable, easily accessible repository for learning and troubleshooting. The Knowledgebase helps facilitate knowledge transfer during customer staff transitions while continuously growing in-house 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:

- Links to new Knowledgebase content such as Tech Tips, application examples, known issues, and patches
- 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 customers and providing unparalleled service. Our global organization uses certified support processes and industry best practices to ensure that we are efficiently and effectively meeting customers' support needs. We publish **quarterly performance reports** on the online Support Center for customers to easily view our performance results. These reports present target versus actual performance for our published support metrics.

Customer Feedback and 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 vehicles are used to help us develop action plans and drive quality initiatives throughout the organization. For your perusal, we publish **quarterly customer satisfaction survey results** on the online Support Center.

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.

Optional Support Services

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 onsite 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 on-going support.

Application Consulting

Our Application Consulting Service provides project management and application development assistance when customizing AspenTech products. This service is particularly useful if the customer has limited software/product knowledge, limited resources, or time constraints.

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

Contacting Support

Customers can reach technical support three ways: telephone, email, or via the web. You can call our dedicated support telephone numbers specific for regions around the globe, send an email to support, or log on to our support website to submit issues.

To locate the appropriate technical support center for your location and the contact information such as support telephone numbers and email addresses, visit our online Support Center at the following link:

<http://support.aspentech.com/SupportPublic/centers.html>

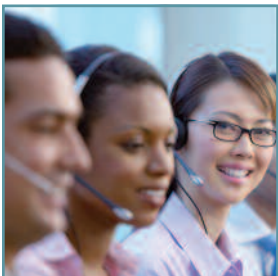
Telephone Requests for Support

Our established support procedures create a consistent service experience anywhere in the world. When you call our support centers, you will be given a menu option for you to select the products you are calling about. Your telephone call is then automatically routed to the most appropriate consultant available based on your menu selection.

For previously reported incidents, please request the Support Consultant who has been assisting you and refer to the Incident ID Number. If no consultants are available, you may leave a message and the next available consultant will return your call.

Email Requests for Support

Email should only be used to submit non-critical issues. All support requests sent to the Customer Support team via email are logged into our call-tracking system and routed to a Support Consultant. The Support Consultant assigned to your email request will follow up with a personalized response.



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 voice-mail system, our goal is to return your call within two business hours of your original call.

Submitted Issues

The Support Consultant assigned to handle your issue will respond by telephone or email to acknowledge that they have received your request. Their initial response will include the following information:

- Their name
- Incident ID Number
- Description of the issue
- Perceived criticality of the issue
- Indication of when you will receive a solution or an update

Call Flow through the Support Pipeline

Our call routing process allows us to direct your issue to the most appropriate resource as quickly as possible, while ensuring a positive customer experience.

When you contact the Customer Support team, please describe the problem as accurately and concisely as possible. Please be prepared to provide the following information:

- Your name
- Your Incident ID Number, if this issue has already been reported
- Your company name
- Your current contact information
- Your product name
- Your version number
- The type of hardware platform
- Your operating system version
- 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 taken to try to solve the problem

By defining the problem concisely, our consultants can focus more quickly on possible causes, which will result in faster problem resolution. To resolve your support request, we may require an example file that exhibits the problem. If, for any reason, you are unable or unwilling to send a requested file, the Support Consultant may be limited to giving general advice and recommendations regarding the nature of your support issue.

Placing the Call

Upon calling our Customer Support team:

- Select the appropriate menu option for your product suite of interest, training registration and inquiries, or assistance with non-technical customer service issues. Note: You don't have to wait for the recorded message. If you know the specific menu sequence, you can enter it as soon as the system answers.
- If you've selected a product suite, you'll be prompted to enter the specific product of interest.
- Select your specific product, and you'll be routed to the appropriate Support Consultant.
- If all Support Consultants are busy assisting other customers, you will be able to leave a voice-mail message. Your message will be forwarded to the next available Support Consultant.
- During non-business hours, you will be able to leave a standard voice mail or use our online Support Center services.

To access our up-to-date US Phone Guide, please click the following link:

<http://support.aspentech.com/supportpublic/USPhoneGuide.pdf>

To access our up-to-date European Phone guide, please click the following link:

<http://support.aspentech.com/supportpublic/EMEAPhoneGuide.pdf>



Service Excellence

When critical issues cannot be resolved within normal business hours, the support team will continue to work beyond normal business hours to resolve your critical issue. This feature is available for our SMS service plans.

Incident Tracking

From receipt to resolution, our incident tracking system allows us to document and monitor your support requests for both problem management and historical analysis.

For each support request, we record:

- Operating environment
- Problem-definition information
- Troubleshooting steps
- Resolution details
- Communications related to the issue

This information is used to expedite a resolution for your immediate problem, as well as to influence future product improvements.

Team-Based Problem Resolution

Team-Based Escalation and Resolution

Our SCP-certified problem resolution processes are based on a multi-tiered approach, which is widely used in the software industry. Using this system, your support requests are channeled to the more appropriate resource, ensuring a timely and accurate response. Our tiered support structure consists of First-, Second- and Third-Level Support designed to handle problems with varying complexity. If the First-Level Support cannot solve your problem, the incident is escalated to the Second-Level Support, which is specialized in defined product areas. Third-Level Support (Software Development) provides specialized code-level expertise that is the highest level of technical escalation. Your Support Consultant will remain your primary point of contact while your issue is being resolved.

This standardized escalation and resolution process leverages the best resources and expertise within AspenTech to provide the most efficient problem-solving methodology. This award-winning team has been recognized for its outstanding ability to quickly resolve complex problems.

First-Level Support: Answers routine software usage questions and data-entry questions, and handles issues such as set up 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 set-up 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 algorithm that may produce the suspicious results, which usually requires a developer's knowledge on the source code or changes in the source code.

Incident Investigation

We have an integrated technical support Knowledge Base that allows Support Consultants to quickly search for known solutions to current and past incidents. This process increases our efficiency. Additionally, it leads to greater consistency in the quality of our support.

If our Support Consultants can resolve your support request to your satisfaction on the first contact, the incident is closed immediately. Otherwise, the consultant further investigates the problem and/or makes follow-up recommendations and leaves the incident open until the issue is resolved to your satisfaction. During this time, you can use our online incident tracking on the web to follow the progress or communicate with our consultant.

Incident Status Updates

We will keep you informed of the status of your incident from the time it is submitted to the time it is resolved or a workaround is identified. Status updates reflect the target times in which the Support Consultant will update you regarding the status of your incident. You may receive status updates via telephone, email, or the online Support Center. For more details, please review the "Performance Metrics" section.

Incident Escalation

Once it has been identified that the support incident requires Software Development expertise, it is escalated to the appropriate development resource. For more details, please refer to the "Performance Metrics" section.

Incident Resolution

We consider an incident 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. If your request is beyond the scope of our standard support services, we will identify the appropriate person or service to assist you.

It is important for you and the Support Consultant to agree upon your desired resolution time for each support request. In some cases, follow-up is required to confirm that your issue has been resolved to your satisfaction. In these instances, you and the Support Consultant should decide if you will contact the Support Consultant to confirm resolution, or the Support Consultant will contact you to confirm resolution.

Your confirmation of satisfactory resolution is important to our process and the overall quality of the service we provide.

Management Escalation

If, for any reason, you feel that an issue was not resolved to your full satisfaction, you may contact our management. A list of contact information is published on our support website at:

<http://support.aspentech.com/SupportPublic/SupportManagers.html>

Team-Based Problem Resolution Flow Chart

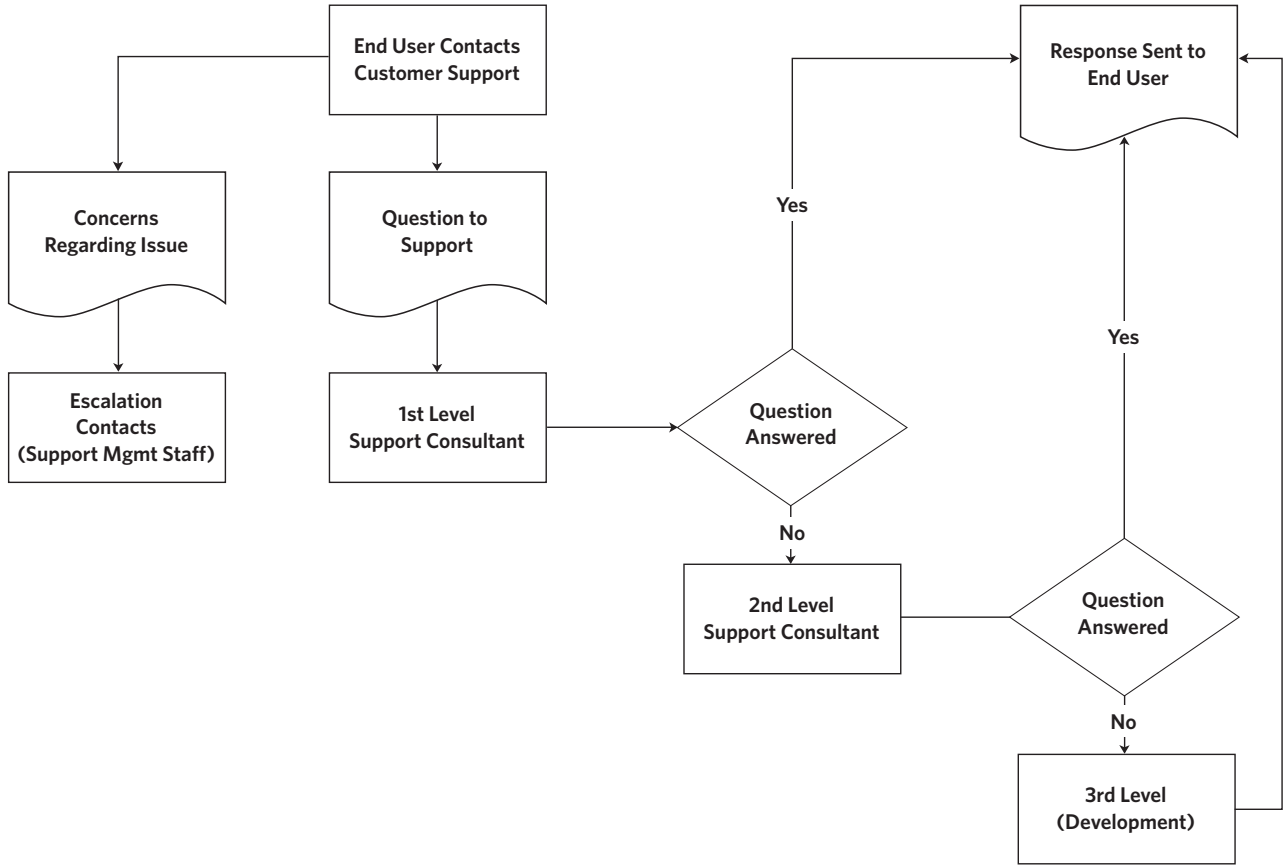


Figure 1 - Team-Based Problem Resolution

Commitment to Service Excellence

Our technical support performance is measured by several key performance metrics on our speed of initial response, problem escalation and resolution. We continuously strive to achieve these metrics to provide superior service to our customers. The performance results measured against these metrics are published on our website. Registered users can find performance reports at the following link (you will need to login to access this site):

<http://support.aspentech.com/Documentation/PerformanceReports/PerformanceReports.htm>

We hope the availability of our performance objectives and results will give you the opportunity to provide feedback, which will assist us in our continuous improvement efforts.

Performance Metrics

Initial Acknowledgement Time

The Acknowledgement Time (see table below) represents the maximum length of time for the Support Consultant to acknowledge receipt of your support request and route the request to the appropriate person. For SMS customers, the following acknowledgement time is expected:

Software Maintenance Service

Communication Type	Initial Acknowledgement
Telephone	90% Immediate Contact with Support Professional
Voice-mail	Return Call within 2 Business Hours
Web	Assigned to Support Consultant within 2 Business Hours
Email	Assigned to Support Consultant within 2 Business Hours

Table 2 - Acknowledgement Times

Response and Resolution Targets

The target response and resolution time depends on the urgency or criticality of an issue. AspenTech uses four criticality levels to represent the impact of a problem upon your business, as defined in the table below.

Criticality	Definition
Critical	Production system down. Unable to collect or generate critical data correctly. Critical project at a stand still.
Urgent	Customer cannot use major product feature or cannot fully utilize product as designed or documented. No "acceptable" workaround available. Necessary to correct major feature issue.
Important	General problem or question, which does not prevent customer from fully utilizing product (as designed or documented).
Minor	Customer not awaiting immediate solution or response.

Table 3 - Definitions of Incident Criticality

The problem response and resolution targets for each criticality level are shown in the table below.

RESPONSE/UPDATE TIMES	
Criticality	Time
Critical	Every Business Hour
Urgent	Every 2 Business Days
Important	Every Week
Minor	Every 2 Weeks
ESCALATION TIME TO SECOND-LEVEL	
Criticality	Time
Critical	Within 2 Business Hours
Urgent	Within 1 Business Day
Important	Within 2 Business Days
Minor	Within 1 Week
ESCALATION TIME TO DEVELOPMENT	
Criticality	Time
Critical	Within 4 Business Hours
Urgent	Within 2 Business Days
Important	Within 1 Week
Minor	Within 2 Weeks
RESOLUTION WITHOUT CODE CHANGE	
Criticality	Time
Critical	Within 2 Business Days
Urgent	Within 1 Week
Important	Within 2 Weeks
Minor	Within 5 Weeks

Table 4 - Service Metrics



Service Excellence

Our current operating goal is to achieve our target resolution without code changes for at least 80% of all incidents.

AspenTech’s Award-Winning Online Support and Training Center

AspenTech’s Online Support and Training Center fosters proactive communication and promotes self-service and knowledge growth for our customers. This integrated service is a valuable resource of user-friendly support for customers, employees, and partners. Our users told us that this service is an essential resource for troubleshooting and knowledge management due to the wealth of information available on the web anytime, anywhere.

Our support and training website offers a wide range of services, features, and functionalities. Thousands of Knowledge Base articles provide the depth and breadth of technical content. Detailed information regarding our latest improvement efforts and performance results provides customers with a quick view of our successful track record. The Online Support and Training Center provides a convenient way for users to get help electronically. Meanwhile, we proactively communicate with you to ensure you are kept up to date on important product, training, and support information.

The AspenTech Online Support Center provides the following capabilities:

- Personalized “My Support” portal
- Access to technical Knowledge Base with search and bookmark capabilities
- Download software patches & upgrades (for versions covered under SMS)
- Request product upgrades via the web or email
- 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 and Critical Problem Alerts via email
- Review known product- and application-related issues via the web
- Download sample macros and extensions, animated tutorials and examples library (when appropriate for licensed products)
- Participate in user-driven discussion forums hosted by AspenTech
- Review User Group information via the web
- Easy access to training resources and class schedules

My Support Portal

Personalized Home Page

The Personalized Home Page provides you with immediate access to your important product and support information, such as:

- New comments added to your pending incidents
- The latest product and release news relating to your selected products
- A customizable list of your primary products of interest, with direct links to all available content for those products

360° Product View

The 360° Product View provides you with quick access to all available content for your selected product, including:

- Latest product support and release news
- Links to Service Packs added during the last six months
- Links to Knowledge Base solutions added during the last six months
- Ability to conduct keyword Knowledge Base searches for your selected product
- Capability to browse available Knowledge Base solutions by type, including Service Packs, animated tutorials, sample macros and extensions, example library solutions, documentation, tech tips, and known issues

Personalized Solutions Page

The Personalized Solutions Page provides you with enhanced Knowledge Base functionality by providing:

- A customizable list of your favorite solutions
- Ability to email a solution or a list of favorite solutions to other users
- Links to previously viewed solutions
- Forum for contributing public or company-specific solutions to the Knowledge Base
- Links to solutions specific to your company or site
- Links to solutions related to a project at your company or site

Personalized Incident Page

The Personalized Incident Page provides you with details about your incidents escalated to our development team:

- Links to pending incidents with options for tracking company or site incidents
- Links to pending bugs and enhancement requests with options for tracking company or site bugs and enhancement requests

Personalized Training Page

The Personalized Training Page allows you to display your specific training information, such as:

- Information about your completed training courses
- Links to upcoming training courses in your region for your favorite products

Personalized Survey Page

The Personalized Survey Page allows you to review your submitted survey responses, including:

- Links to pending survey requests
- Links to previously completed survey feedback

Website Registration

To register for web access, go to AspenTech's online Support Center at <http://support.aspentech.com> and click on **Register Now!**

Only customers who have a current Software Maintenance Service (SMS) agreement for AspenTech products can successfully register for the online Support Center. If you are not an AspenTech customer, or if you provide inaccurate or invalid information and we are unable to validate your information, you will not be granted access to this website and its resources.



Assuring Customer Satisfaction through Continuous Improvement

Satisfaction Surveys

Ultimately we rely on your feedback to judge our performance and improve our processes and services. We use informal and formal satisfaction surveys to gather your feedback.

We have three main objectives for these surveys:

- To measure your satisfaction with our products and services
- To evaluate the effectiveness of our service and its impact on your work
- To get suggestions on how we can provide better services

The detailed feedback from these surveys helps drive quality initiatives throughout the Customer Support organization and throughout AspenTech.

Voice of the Customer Surveys

With customer satisfaction surveys, we systematically and regularly measure and track customer satisfaction over time and obtain customer feedback to assist us in our corporate-wide continuous improvement efforts. This survey is administered quarterly to a selected group of our customers.

Incident Surveys

Incident surveys solicit customer feedback about how we are handling your support issues. Anytime an incident is closed, the customer receives an automated email invitation to complete an incident survey. Survey respondents rate support performance in several key areas using predefined rate responses and by answering open-ended questions.

Web Surveys

Web surveys are available anytime via the web support site. Customers also have the option of submitting their feedback through the online Support Center. Customer-initiated feedback for the self-support and service offered on the online Support Center is reviewed immediately and collected for use in developing new website features and functionality.

Customer Feedback

Live Feedback

- Support Telephone – you can provide your feedback to a consultant at anytime through the Support telephone numbers
- Immediate escalation to Support Center or Senior Management – you can easily contact the Support Center management team. A complete listing of our Escalation Contacts may be found on our support website at: <http://support.aspentech.com/SupportPublic/SupportManagers.html>

Electronic Feedback

- **“Feedback Button”** – AspenTech online Support Center allows access to numerous feedback mechanisms to the support organization
- **“Request Additional Services”** – we offer you easy access to our resources, allowing you to alert us to your additional requests or special needs
- **Request or Contribute a new Knowledge Base Solution** – you have the option of customizing content of the Knowledge Base solutions according to your needs
- **Feedback on Knowledge Base Solutions** – we provide a feedback mechanism for you to rate us on how useful you found a specific Knowledge Base solution

Other Feedback Opportunities

- **Customer Events** – We take the opportunity to get out and talk with you at various events such as on-site customer visits, User Group meetings, and Product Advisory Boards, allowing us to:
 - Collect you concerns, ideas, and suggestions in real time
 - Turn ideas into action plans



Helpful Information

We are often asked the following questions:

- “What is the best way for a new user to get up to speed and start building an application?”
- “What is the best way for an experienced user to learn advanced techniques and product features for a new application area?”

As a result, we considered what factors affect end-user productivity and success, and concluded that the following factors were highly influential:

- Access to internal, company-specific resources
- Users’ skill level in applying the tool
- Users’ product knowledge of a particular application
- Access to AspenTech Technical Support

Internal Resources

You can obtain some of the most valuable resources inside your own organization. For example:

- Process software mentors and peers
- Process data
- Network and hardware infrastructure
- Company-specific standard practices
- Process knowledge

Our Support Consultants can work with you to identify the required resources to facilitate your projects. When necessary, you may supplement limited resources with those available from the AspenTech Services organization.

Product Knowledge and Skill Development

When learning to use a new product or starting a new application, the product documentation and customer education programs are the most effective ways to answer your “how-to” questions. We recommend these two resources as the best foundation for developing end-user skills and product knowledge.

Product training complements the documentation and accelerates learning by giving users detailed, hands-on instruction regarding product usage and features. Product training programs have been developed for users at various skill levels.

Generally, introductory courses are for users who are new to our products and need knowledge of basic concepts to get started. Advanced courses are designed for experienced users, and focus on specific software areas or features in more depth. Just-in-time classes and individualized tutoring can be scheduled in advance to accommodate your project deadlines.

For more information on our Customer Education programs and training classes, please contact your regional AspenTech Customer Education team or consult the AspenTech homepage at:

<http://support.aspentech.com/supportpublictrain/TrainHome.htm>

As you progress in your skill and project development, you can build upon this foundation with other AspenTech Customer Education services.

Documentation

Documentation for AspenTech's software products is available at <http://support.aspentech.com>. Most products contain extensive online help, with context-sensitive search capabilities.

For some products, we have Getting Started guides, which serve as excellent self-instructed tutorials to get you started on your applications. Some of these guides are not only targeted for general product usage, but also for advanced product areas.

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.

Web Seminars

AspenTech's Web Seminar Series introduces and demonstrates AspenTech software products. Each one-hour seminar consists of an online presentation (using WebEx technology) delivered by a product specialist who discusses features and benefits, demonstrates the product, and concludes with a question-and-answer session.

For a complete list of available seminars, visit the following link:

<http://www.aspentech.com/webseminars/webseminars.cfm>

Working with Your Project Team

Many customers ask whom they should contact if questions arise while their project is ongoing. Customers with projects in progress should get in touch with their Project Service contact. If your Project Service contact is unavailable, contact us through the channels described in this guide.

Once the project is complete, customers should follow the standard process for obtaining product support as described in this document.

North America Support Centers

Aspen Technology, Inc.
200 Wheeler Road
Burlington, MA 01803
Phone: +1-781-221-6400

Aspen Technology, Inc.
2500 City West Blvd.
Suite 1500
Houston, Texas 77042
Phone: +1-281-584-1000

Customer Support Hotline:

Toll-free from U.S., Canada, Mexico
+1-888-996-7100

From outside U.S., Canada, Mexico
+1-781-221-5500

Mexico Support Center
+52-55-5536-2809

South America Support Centers

Customer Support Hotline:

Argentina Support Center
+54-11-4590-2254

Brazil Support Center
+55-11-3443-6256

Toll-free to U.S. from Argentina
+0800-333-0125

Toll-free to U.S. from Brazil
+0800-891-0291

Toll-free to U.S. from Venezuela
+0800-100-2410

EMEA Support Centers

United Kingdom

AspenTech Ltd.
C1
Reading International Business Park
Basingstoke Road
Reading
RG2 6DT
Phone: +44 (0) 1189-226400

Customer Support Hotline:

+44 (0) 1189-226555

Belgium

AspenTech Europe SA/NV
Twin Squares Building Vendôme
Culliganlaan 1b
B-1831 Diegem
Brussels
Phone: +32 (0) 2-403-17-70

Spain

Aspen Technology S.L.
Gran Via de les Corts Catalanes
583 5a Planta
08011 Barcelona
España
Phone: +34-93-306-35-50

Bahrain

AspenTech Ltd.
Bahrain Financial Harbour
West Tower, Building 1459
Road 4626, Block 346
Area 6, P.O. Box 20705
Bahrain, Manama
Phone: +973-17-50-3000

Asia-Pacific Support Centers

Singapore

AspenTech Pte. Ltd.
371 Beach Road #23-01
KeyPoint
Singapore 199597
Phone:
+1-800-120-5022

Japan

AspenTech Japan
Kojimachi Crystal City 10F
4-8 Kojimachi, Chiyoda-ku
Tokyo 102-0083 Japan
Phone : +81 (0) 3-3262-1710

India

Reliance: 000-800001-6020
Bharti: 000-800001-6020

Customer Support Hotline:

Australia
+1-800-203224

China (China Net Comm)
+10-800-712-2160

China (All Other)
+10-800-120-2160

Hong Kong
+1-800-933-915

India (Reliance and Bharti)
+000-800001-6020

Indonesia
+001-803-011-4210

Japan
+0066-33-132920

Korea
+1-00798-14-800-7569

Malaysia
+1-800-814135

New Zealand
+1-0800-443254

Singapore
+800-120-5022

Taiwan
+00801-13-7953

Thailand
+1800-12-0666381

Vietnam
+120-11037



Worldwide Headquarters

Aspen Technology, Inc.
200 Wheeler Road
Burlington, MA 01803
phone: +1-781-221-6400
fax: +1-781-221-6410
info@aspentech.com

EMEA Headquarters

AspenTech Ltd.
C1, Reading Int'l Business Park
Basingstoke Road
Reading, UK
RG2 6DT
phone: +44-(0)-1189-226400
fax: +44-(0)-1189-226401
ATE_info@aspentech.com

APAC Headquarters

AspenTech (Shanghai) Co., Ltd.
3rd Floor, North Wing
Zhe Da Wang Xin Building
2966 Jin Ke Road
Zhangjiang High-Tech Zone
Pudong, Shanghai
201203, China

phone: +86-21-5137-5000
fax: +86-21-5137-5100

apac_marketing@aspentech.com

Contact Us

To access AspenTech's knowledge base, download support information, submit web support requests, or access a complete list of our global support centers, please visit the AspenTech Customer Support website at <http://support.aspentech.com>

For information about customer training and the AspenTech Customer Education program, visit <http://support.aspentech.com/training>

About AspenTech

AspenTech is a leading supplier of software that optimizes process manufacturing—including oil and gas, petroleum, chemicals, pharmaceuticals and other industries that manufacture and produce products from a chemical process. With integrated aspenONE solutions, process manufacturers can implement best practices for optimizing their engineering, manufacturing and supply chain operations. As a result, AspenTech customers are better able to increase capacity, improve margins, reduce costs and become more energy efficient. To see how the world's leading process manufacturers rely on AspenTech to achieve their operational excellence goals, visit www.aspentech.com.