

Getting the most from  
your asset visibility?



## Customer Support Programs

### Putting Customers First.

Telecommunications providers worldwide do business with Trade Wings not only because of the value they receive through the use of our award-winning software and services, but also because of the depth of industry knowledge and technical expertise we bring to every relationship.

At Trade Wings we strive to be the very best in the industry by delivering world-class service to customers before and long after the software introduction cycle. Through regular surveys and customer forums, our service professionals continually monitor the quality of the customer experience to ensure a strong, customer-focused culture and product development process.



## Re. Enabling customer success through world-class service and education

At Trade Wings, we understand that customers require support expertise that aligns with their organizational requirements. Through a flexible menu of software support and training options, our knowledgeable service professionals apply years of experience and industry best practices to provide outstanding support to users managing task-critical applications for planning, procurement, provisioning and disposition of network assets.

### Comprehensive Software Support Programs

From incident-level response to comprehensive 24x7 global support, Trade Wings offers a variety of options to help customers of all sizes resolve technical issues quickly. These services are made available through our comprehensive Standard and Extended Support Programs.

As part of any Re:source Visibility<sup>SM</sup> or Re:source Lifecycle Management<sup>SM</sup> enterprise software subscription, clients are automatically enrolled in Trade Wings' Standard Maintenance and Support Program. Benefits include email, Web and telephone technical support, and access to ongoing software updates at no additional charge. Other services may include user and data vault set-up; administration of user roles, privileges and views; introductory user training and a secure online environment for continuous data file uploads.

For organizations that require comprehensive global support, Trade Wings Extended Support Program goes beyond standard support to enable around-the-clock, project-based or emergency support services.

Extended Support customers can take advantage of a dedicated account manager, 24x7-access to a premium support phone queue providing direct access to senior Trade Wings technicians, pager support for production-down emergencies, and ongoing system evaluations and/or realignments based on business needs.

## Software Support Options At-a-Glance

	Standard	Extended
<b>Standard and Self-Service Support</b>		
24-hour email and Web ticket submission	< 24 hr. response	< 60 min. response
Toll-free global telephone support	24x5	24x7
Online help via desktop sharing	X	X
Monthly support activity report	X	X
Incident escalation path	X	X
Online case tracking and status updates	X	X
Email notifications for critical software updates	X	X
Online FAQs and how-to videos	X	X
Online product documentation	X	X
Online access to data upload templates	X	X
Online request for user name and password reminder	X	X
Temporary and emergency product access	X	X
Participation in annual user meetings	X	X
<b>Extended Support</b>		
Dedicated enterprise support manager		X
Dedicated support hotline		X
Priority incident response		X
24x7 pager support for critical assistance*		X
Regular account touch-point calls		X
On-site Train the Trainer session**		X
Up to 2 days of consulting services**		X
Proof of concept services		X
Preferred pricing on additional software and data management services		X

\*Can be purchased alone as an add-on to standard support

\*\*On-site travel expense additional

For more information on Trade Wings' Standard and Extended support offerings, please speak with your Account Representative or contact our Customer Technical Assistance Center at support@tradewings.com.

## Training Services Maximize User Productivity

Whether you're a new user or are in need of a refresher course, Trade Wings has an educational program to suit your needs. Each training program is designed to increase knowledge and skills to ensure user productivity. Educational programs range from basic "how to" user instruction, to custom training on data management strategies and software administration. Courses are delivered in various formats, including convenient online sessions, classroom training at Trade Wings' global facilities and customer specific on-site sessions.

Trade Wings maintains a global network of professional consultants ready to help your organization maximize their knowledge of our software services. Our highly trained consultants bring years of industry experience to every engagement, delivering training programs from our extensive training library or at the ready to develop custom sessions based on client requirements.

For more information on customer training options, schedules, course descriptions and registration, visit [www.tradewings.com/training](http://www.tradewings.com/training).

## About Trade Wings

Trade Wings is a global Reuse Optimization software, consulting and outsourcing partner to the world's largest telecommunications OEMs and carriers. We transform cost centers into profit centers through a unique combination of domain expertise and market intelligence that extends the lifecycle and utilization of network assets across multi-vendor environments. Our best-practice frameworks for asset management, compliance and governance of technology upgrade cycles drive greater agility, financial performance and environmental stewardship.



For more information, visit [www.tradewings.com](http://www.tradewings.com)

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