

Ariba Supplier Network Support Overview



Suppliers on the Ariba® Supplier Network™ have a wide range of support resources and services, from self-service documentation to full-service technical support. These services are designed to meet the varying needs of suppliers who desire to improve their trading relationships with their customers using the Ariba Supplier Network.

Standard customer support is available for all suppliers on the Ariba Supplier Network. Ariba Supplier Technical Support (STS) is an optional add-on service allowing

suppliers on the Ariba Supplier Network to gain direct access to technical experts at Ariba for help with catalog configuration, cXML and EDI integration, and more. Elite-level Suppliers receive STS at no additional charge.

For more information, please refer to the following website with information on how to contact Ariba Customer Support:

<https://connect.ariba.com/asnsupport>

Ariba Supplier Support Summary

	Standard Support	Supplier Technical Support (STS)
SELF-HELP TOOLS AND RESOURCES		
Documentation	Yes	Yes
Recorded Demonstrations	Yes	Yes
Supplier Knowledge Base (containing troubleshooting tips and support notes)	Yes	Yes
Premium Content (best practices, technical briefs)	Yes	Yes
CUSTOMER SUPPORT		
Online web form submission	Yes	Yes
Telephone support	Yes	Yes
Multi-language support (English, French, German, Italian, Japanese, Mandarin Chinese, Portuguese, Spanish)	Yes	Yes
TECHNICAL SUPPORT		
Direct access to technical support engineers	No	Yes
Case escalation path	No	Yes
Multi-language support (English and Japanese)	No	Yes
SUPPORT HOURS AND RESPONSE TIME		
Support hours	24 hours x 5 days (M-F)	Standard issues: 24 hours x 5 days (M-F) Level 1 priority issues: 24 hours x 7 days
Initial response time	24 hours	1 hour
COST		
	Free	\$1000 USD/year*

* Regional currency pricing may apply for suppliers outside the United States. Refer to your Ariba Supplier Network account to see the currency that applies to your account.

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