

# EXPERTISE

## Ariba® Customer Support Services for the Basic, Professional, and Enterprise Packages



Ariba understands that support, administration, and spend management expertise are critical components for promoting user adoption and maintaining a successful Spend Management production environment. Ariba's Customer Support Services are dedicated to increasing user adoption, minimizing downtime, maximizing business benefits, and delivering the promised bottom line results.

Service Element	Basic	Professional	Enterprise
Multiple Languages	8 Languages	8 Languages	8 Languages
Web Access On-Line FAQs & Knowledge Base	24x7	24x7	24x7
On-Line Administration	Yes	Yes	Yes
Case Limits	10 Cases per User/month	No Limit	No Limit
Guaranteed Response (Max)	24h	4h	4h
Email Access	24x5	24x5	24x5
Phone Access	No Local 9x5 Sourcing	24x5	24x5
Dedicated Customer Service Representative	No	Optional	Optional
Health Checks	2 per Year	Quarterly	Quarterly
Supplier Inquires	No Limit	No Limit	No Limit
Supplier Training	No Limit	No Limit	No Limit
Buyer Training	Web-based replay	Interactive WBT – 1 course/ user	Unlimited

### HOW DOES IT WORK?

**Help Desk Support Service** - Functional end-user Help Desk Support Service provides scalable, follow-the-sun support hours, multi-language customer service representatives who provide instructions on common usability questions. Issues such as basic navigation, user name/password assignment, and understanding standard application features are quickly resolved.

**Technical Support Service** - Technical Support Service includes answering technical development questions regarding application functionality. This service also provides investigation and management of issues (associated with core application code) reported by customers.

### SOLUTION BENEFITS

Ariba's Customer Support Services allow organizations to focus on their Spend Management strategy without burdening internal resources with supporting and administering these applications.

- Support for multiple time zones and languages
  - Support for English, French, German, Italian, Spanish, Portuguese, Japanese and Chinese
  - Support is available during the following hours:
    - English: Sunday 8:00 p.m. Eastern to Friday 8:00 p.m. Eastern
    - European languages: Monday 8:00 a.m. - Friday 5:00 p.m. CET
    - Asian languages: Monday 8:00 a.m. - Friday 5:00 p.m. Singapore Time
    - Latin languages: Monday 8:00 a.m. - Friday 5:00 p.m. Eastern
- Single point of accountability
- Quick issue resolution
- Leverage experienced resources

**Web Access** - Frequently asked questions and other documentation are available online.

**On-Line Administration** - A centralized site administration service that provides rapid execution of tasks, including administration of site text and graphics, modifying user roles and permission levels, adding and removing buyers and modifying site default settings

**Email and Phone Access** - Customer service representatives can be contacted via email or phone

**Dedicated Customer Service Representative** - For an additional fee, a customer is assigned a dedicated customer service representative who provides priority service for that customer

**Health Checks** - Periodic benchmarking of key usage statistics and business metrics to highlight Spend Management efficiency and effectiveness at your company

**Supplier Training** - A 45-minute, pre-recorded, online training session covering software navigation, features and functionality. This training is available in English, French, German, Italian, Spanish, Portuguese, Japanese and Chinese formats.

**Buyer Training** - Our online courses for buyers cover a variety of topics related to our Spend Management solutions. These courses are accessible at any time through a web browser so you can view them at your convenience. Targeted, prerecorded online tutorials are available in English, French, German, Italian, Spanish, Portuguese, Japanese and Chinese formats.

### **ABOUT ARIBA**

Ariba, Inc. is the leading provider of spend management solutions to help companies realize rapid and sustainable bottom-line results. Successful companies around the world in every industry use Ariba Spend Management software and services. Ariba can be contacted in the U.S. at 1.650.390.1000 or at [www.ariba.com](http://www.ariba.com).

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*This is Spend Management™*