

We've got your back

The Syncplicity Customer Support Team is here for you 24 hours a day, 7 days a week, 365 days a year. Our world-class team is made up of experts across a wide set of disciplines, ensuring your organization – from IT to end-users – is fully supported. Have questions on how to set up an on-premises storage connector? Or get help setting up Syncplicity on a laptop or mobile device? The Syncplicity Support Team has your back.

Frictionless experience

Syncplicity's always-on, flexible support model is tailored to fit the needs of our customers and their users. To ensure a frictionless experience, we provide a variety of ways to initiate a customer service request:

- Website support
- Ticket Tracking
- Phone support
- Email
- In-app customer support access

Our Customer Support Team is here for your company from the beginning of your trial, and remains in place throughout an active subscription.

Essentials

The Customer Support Team is available 24/7/365

Syncplicity support site:

The Syncplicity support site features a knowledge base, announcements, FAQs, forums, and in-depth product documentation for IT and end-users.

And, you can:

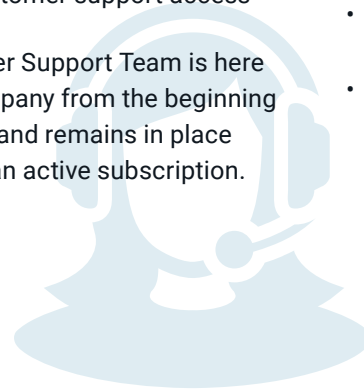
- Generate a support ticket or check the status of an existing one
- Get answers to common questions in our support forums
- Get the latest service updates such as planned maintenance and system events

Visit: <http://support.syncplicity.com>

Email: support@syncplicity.com
Emails sent to support@syncplicity.com automatically open a support ticket. All emails from enterprise customers and enterprise trials are automatically routed into priority queues monitored by dedicated Level 2 support engineers.

Phone: Every incoming call opens a ticket that is completed by a support engineer. In the event that no agent is available to answer a call, your voicemail will be automatically transcribed into a support ticket.

- 800.782.4362 (U.S.)
- 00.543.4782 (Canada)
- +1.508.497.7901 (all others)



Support issue processing

We categorize support requests based on the severity of the problem reported and assign them to one of three levels:

- S1: Loss of service
- S2: Major issue with workaround available
- S3: Minor issue that does not impact normal usage

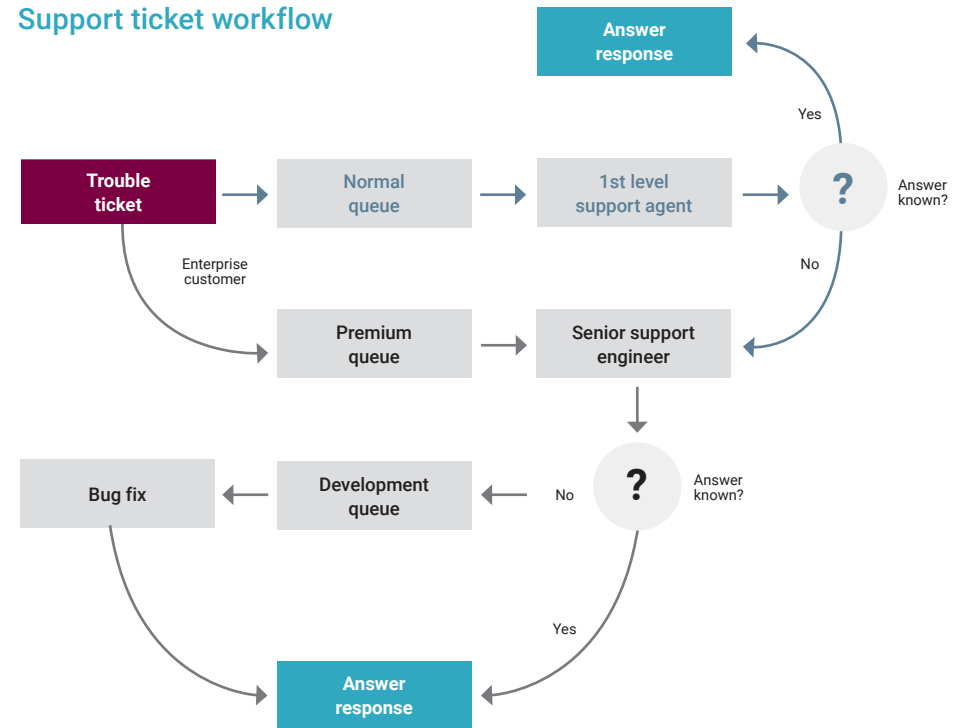
For S1 issues, our engineering, support, operations, and QA teams work around the clock until the problem is resolved. Emergency fixes are staged in an isolated environment before being pushed to production.

S2 issues are addressed as top engineering priorities. If necessary, patch releases are prepared and tested then pushed into production.

S3 issues are evaluated against all engineering priorities and scheduled accordingly. They are implemented, tested, and delivered in normal release cycles.

Synclplicity's goal for any support contact is to respond within one business day, a goal that is achieved for 97% of all contacts to date. Enterprise support requests are prioritized and responded to within 4 business hours on average to date.

Support ticket workflow



support.synclplicity.com

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