

# Vision Solutions. Easy. Affordable. Innovative.



“Responsive, knowledgeable, professional...  
Vision Solutions CustomerCare has come  
through for us, time after time. Simply the best.”

Hayward Industries

Vision Solutions  
CustomerCare

**Software is only as good as the company behind it.  
Depend on Vision Solutions to provide the highest  
quality support for your information availability  
solutions.**

Get timely, cost-effective support for your information availability software whenever you need it. Vision Solutions' CustomerCare support plans provide a level of quality and comprehensiveness that is unparalleled in the industry. And it's not just us who says so. Vision Solutions was the first and is still the only information availability vendor to achieve Service Capability & Performance (SCP) best practices certification, a prestigious designation from Service Strategies.



[visionsolutions.com](http://visionsolutions.com)

## Benefit from a Brighter Vision of Support

Superior support is about more than just vendors responding to customers' calls; that should be a given. Superior support also includes proactive efforts that ensure optimal results. And superior support definitely isn't about unskilled clerks answering phones. It's about well trained, highly experienced experts ready to quickly and accurately answer your questions and address your concerns. Furthermore, superior support isn't one-size-fits-all. It is a range of solutions that meet each customer's requirements.

In short, you need the value that can be derived only from a brighter vision of support. That's the philosophy underlying Vision Solution's CustomerCare, a network of people, systems and services designed to ensure that you receive the highest quality application and technical assistance, ongoing service and access to the latest product releases, patches and enhancements.

## Trust the Experts

Vision CustomerCare experts are highly trained and experienced professionals with proven expertise in availability issues, Vision Solutions' offerings and the IT environments in which they run. Members of our technical team have an average industry experience of 20 years and are certified in multiple platforms including AIX®, IBM i, Windows® and Linux®. You can trust Vision Solutions professionals to provide expert, world-class support—and we have the SCP certification to prove it.

## CustomerCare Options Matched to Your Needs

We believe you shouldn't be forced to pay for more support than you will use, nor should you have to settle for less than you need. That's why Vision offers three cost-effective CustomerCare support plans to meet your needs and fit your budget: Electronic, Standard and Advanced. Rest assured that whichever plan you choose you will have access to Vision Solutions' first-class, around-the-clock, around-the-globe customer support. The following brief descriptions give a sense of the level of support you can expect. Please contact Vision Solutions for more detailed information.

### Access & Response

All Vision CustomerCare subscribers receive unlimited, around-the-clock access to our comprehensive eSupport Customer Portal that provides real-time access to all updates, upgrades and information on upcoming events. Through this comprehensive online gateway you'll be able to search the CustomerCare Knowledgebase; open, update or check on the status of reported issues; access engineering bulletins, required fixes, technical bulletins and advisories; access the latest product manuals; and download product updates and service packs.

In addition to the eSupport Portal, Standard and Advanced CustomerCare subscribers have access to 7x24 live telephone support, with target response times determined by the severity of the issue and your CustomerCare plan level. The Standard and Advanced plans both include automated escalation if a support request isn't resolved within a specific timeframe.

In most cases, issues can be resolved remotely by allowing Vision Solutions technicians to login to your systems and simultaneously view your system screens as you navigate through them.

Step up to Advanced CustomerCare and you'll gain access to a Dedicated Technical Advocate who will oversee, facilitate and escalate your service requests. Your Technical Advocate will also maintain regular contact with you to provide proactive notification of any relevant availability issues. In addition, you'll also be assigned an Executive Advocate, a Vision executive who will act as a liaison with your executive team to help your organization fulfill its strategic high availability needs.

### Upgrades & Service Releases

Regardless of the CustomerCare plan you choose, you'll receive product and documentation enhancements and improvements as they become available, typically at no additional charge. In addition, you'll be able to submit and track your Vision Services Requests via the eSupport portal. Standard and Advanced subscribers can also submit and track Services Requests via telephone through the CustomerCare call center.

### Proactive Support

Vision Solutions proactively delivers Advanced Service Packs to all CustomerCare subscribers, usually monthly.

The CustomerCare Advanced plan takes proactive support to the next level. An Annual Health Check is performed by a Vision expert who will assess your availability environment and, where appropriate, recommend courses of action to optimize performance. To ensure that your backup system will be ready when you need it, you can schedule a Role Swap Validation service that includes a review of your availability software configuration, data integrity, software release levels and procedural documentation. In addition, when you are planning to perform a role swap to accommodate maintenance you can notify the CustomerCare center to ensure that our technicians are ready should you require assistance. And when you're about to perform an upgrade, CustomerCare can ensure that you understand the upgrade process and that you have fulfilled all of the recommended software level requirements, including the O/S.

### Business Improvement Services

All CustomerCare subscribers are invited to Vision Solutions-hosted Webinars on Vision products and availability issues. CustomerCare Advanced subscribers also benefit by having one seat per year allocated for enrollment in any standard Vision Solutions education offering.

## CustomerCare Plan Summary

ACCESS & RESPONSE	Electronic	Standard	Advanced
7x24 eSupport Access			
CustomerCare Knowledgebase			
Online call management	✓	✓	✓
Technical information			
Product Downloads			
Remote Diagnostics	✓	✓	✓
Number of Requests for Support	Unlimited	Unlimited	Unlimited
Auto Escalation	✓	✓	✓
Real-Time Call Handling		Severity-Based	Immediate
7x24 Live Telephone Access		✓	✓
Priority Response Team			✓
Dedicated Technical Advocate			✓
Executive Advocate			✓
UPGRADES & SERVICE RELEASES	Electronic	Standard	Advanced
Upgrades and Service Releases	✓	✓	✓
Service Request Reporting, Tracking and Correction	✓	✓	✓
PROACTIVE SUPPORT SERVICES	Electronic	Standard	Advanced
Advanced Service Pack Proactive Notification	✓	✓	✓
Pre-Role Swap Validation			✓
Role Swap and Upgrade Assistance			✓
Annual Health Check			✓
Annual Briefing with Vision Solutions Engineering			✓
BUSINESS IMPROVEMENT SERVICES	Electronic	Standard	Advanced
Vision Solutions Webinars	✓	✓	✓
Bundled Education Services			1 Seat

### No Time for Downtime

You have no time for downtime. Your data and applications must be continuously available. Availability issues cannot be allowed to threaten business operations. No exceptions.

No problem! If you encounter any issues or have any questions concerning your availability environment, Vision CustomerCare is ready with a decisive course of action whenever you need us. Our eServices are available around the clock, regardless of which CustomerCare plan you choose. Standard and Advanced plan subscribers also receive 7x24 telephone support for all critical issues, including real-time call handling that answers 90% of calls in less than 30 seconds.

### Support Center Certification

Vision Solutions is proud of its Service Capability & Performance (SCP) Certification. SCP Certification, an internationally recognized standard created by Service Strategies, a consortium of leading technology companies, defines best practices for delivering world-class technology support. Achieved only by the top technology companies in the world, this program quantifies the effectiveness of customer support, establishes a foundation to build on existing quality processes, and provides a clear focus on measurable results. SCP Certification requires comprehensive on-site audits to confirm that companies meet the requirements of the over 100 business elements defined in the program. Certified organizations must demonstrate their continued commitment to high performance standards through annual re-certification audits.

SCP certification is your assurance that you will receive the highest level of customer service in industry, including consistent, predictable and dependable support, along with accurate and timely responses and resolutions.



## Vision Solutions Managed Services

In addition to our support plans, Vision also offers a specially tailored service for the ongoing management of your solution, Vision Managed Services. Our highly skilled professionals will perform remote checks on your high availability replication status and switch readiness using our world-class, best practice-based auditing routines, all without impacting your production operations. All you have to do is tell us what level of service your business requires. We can report on any issues we discover and provide recommendations for resolution. Or, we can do it all, including reviewing the reports, resolving the issues and providing periodic results summaries. Vision Managed Services is flexible enough to be used as a monthly check-up, a weekly audit service or a daily, full-service management solution that keeps your availability environment operating at peak performance and effectiveness.

For additional information:  
1-801-799-0300  
1-800-957-4511  
[info@visionsolutions.com](mailto:info@visionsolutions.com)  
[visionsolutions.com](http://visionsolutions.com)

## Profit from Investment

When you invest in a Vision CustomerCare plan you receive a wealth of services that help you maximize the return on your investment in Vision Solutions' products. The Advanced plan's contributions to your bottom line are myriad, including the following:

- Reduce your human resource costs and free your time to focus on your core competencies.
- Protect your investment in Vision Solutions products.
- Stay up-to-date with industry best practices.
- Improve productivity by keeping your availability solution running at peak performance.
- Access valuable knowledge and information that will help you run your business.

In addition, keeping your Vision availability solution up-to-date allows you to profit from the significant investment that Vision makes in its customers' success. We plow back more than 20% of our revenues—higher than the industry average—in the ongoing research and development needed to ensure that we can continue to provide you with industry-leading availability solutions.

## Take Care. Call Vision Today.

When you choose Vision CustomerCare, you'll know that you can always rely on expert help to ensure that you receive the greatest possible value from your high-performing Vision Solutions information availability software.

Optimize the return on your availability investment. Contact Vision Solutions today.

