ANCILE Customer Success & Support

Our Lifetime Commitment to Customers

You've made a commitment to ANCILE software – we're making a lifetime commitment to you.

ANCILE is a global company specializing in the development and support of learning and performance software. ANCILE software is used in over 4,400 organizations globally and across all industries, including over half of the companies in the Fortune 100. Our software supports mission-critical business applications by providing solutions that accelerate proficiency and adoption.
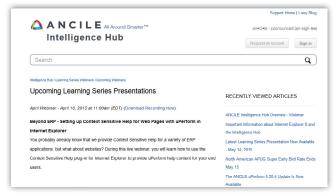
ANCILE has demonstrated a lifetime commitment to each of our 4,400 customers by developing relationships with each customer, one at a time. We can think of no better way to demonstrate our commitment to you than to offer ourselves up in a trusting relationship that strives to hear your needs and to act on them in meaningful and value-add ways. We strive to create software solutions that help you achieve your business objectives and that deliver meaningful ROI. We've been there for you as you've used our many releases over time, and again as you've explored and implemented each new innovative ANCILE product offering. And we'll continue to be there for you indefinitely as you utilize our software solutions to help drive your software adoption requirements and to enable each new wave of the technology continuum. Our commitment to you will never falter – that is something you can ALWAYS count on!
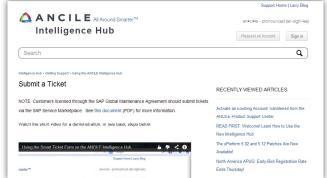
ANCILE's mission is to provide our partners and customers with smart software solutions that help organizations succeed by enabling their people to adopt new software and technologies, comply with business processes and practices, and increase overall proficiency and productivity.

This document refers to all ANCILE products including those that are actively marketed and rebranded through ANCILE's partner network.

Our Customer Success & Support Mission and Program

Our support mission is simple: we strive to provide world-class support to ensure you get the most out of your software investments.

ANCILE Intelligence Hub website

ANCILE's award-winning Customer Success and Development teams deliver on this mission through a blend of software maintenance and support services. The ANCILE Customer Success & Support program is comprised of the following three components:

Software Maintenance Updates: Access to all of the latest product updates and documentation	• ANCILE develops and delivers product enhancements that anticipate customer needs and incorporate customer feedback. • Customers can report defects and request enhancements. The Support Services component of ANCILE support covers all communication with customers regarding defects and enhancements including acknowledgement and status updates, requirements gathering, and notifications when enhancements are accepted. • ANCILE software relies on software functionality from third parties (for example, operating system, web browsers, etc). The Software Maintenance Update process provides maintenance revisions that correspond to changes in these third-party products. This process also addresses bugs and adds minor enhancements.
Intelligence Hub: Access to the knowledge base, customer-specific support issue submission and history, and software download pages	• The ANCILE Intelligence Hub website provides a shared knowledge base for all customers around the globe with convenient access to software updates, a knowledge base, and an online mechanism to submit and review support issues. • Specifically, the Intelligence Hub provides software downloads, user manuals, technical specs, FAQs, best practices, webinars, customer forums, and issue submission and tracking.
Standard Support Services: Support services during standard regional working hours via the ANCILE Intelligence Hub	• Powered by an agile global Customer Success organization, the standard Customer Success services address support issues, questions, post-training "how-to" questions, along with value-add services to help customers maximize their investment. Our global team is located worldwide in six countries to provide timely service to our customers.

ANCILE Customer Success & Support Services

ANCILE has articulated a simple and predictable product support schedule that reflects **our lifetime support commitment** to our customers. We will make support resources available to you – whether you are a new customer using the latest version, a customer that has upgraded to a newer version, or a long-time customer still using an older version. Even if you are no longer active on your maintenance subscription, ANCILE will make certain resources available to assist you.

Performance Indicators

97.5%

and higher annual maintenance renewal for past **5 years**

98%

and higher quarterly customer satisfaction rating since measurements began in 2014

Standard Maintenance and Support: Customers that are active with their annual maintenance and are using the current versions of ANCILE's software will receive Standard Maintenance and Support. ANCILE will maintain and support each version of its newest OnPremise products for a minimum of 24 months after general release. For customers that have paid for maintenance services, ANCILE will provide product updates and support for the latest version of the software.

Legacy Support for OnPremise Solutions: Customers that are active with their annual maintenance and support subscriptions and are using older versions of ANCILE's software receive Legacy Support. Active-maintenance customers will always have access to our technical support experts, even when using legacy versions of our software. Extended access to ANCILE's Intelligence Hub further protects your software investment by providing self-help features including a robust knowledge base, access to patch releases for prior versions, and downloads of newer versions.

Alumni Support: Although ANCILE's greatest support value is achieved by remaining an active-maintenance customer, ANCILE is still there for you if you are no longer on maintenance. We offer an Alumni section of our ANCILE Intelligence Hub, where licensed users can stay up-to-date with select information about products and services even if they are not subscribed to ANCILE's annual support and maintenance services. And ANCILE will be ready to help whenever you elect to return to active status.

Key Features	Standard Support	Legacy Support	Alumni Support
Major Product and Technology Releases	x	x	
Access to Technical Support Experts	x	x	
Access to Knowledge base	x	x	Select content only
Updates and Fixes	x		
Upgrade Tools/Scripts	x	x	
Certification with most existing third-party products/versions	x		
Certification with most new third-party products/versions	x		
Learning Series Webinars	x	x	x
What's New?	x	x	x
Technical Documentation Library	x	x	
Product Roadmap Information	x	x	x
ANCILE Products Users Group (APUG) Information	x	x	x
News and Recorded Webinars in Knowledge base	x	x	x
Larry Blog (Customer Success blog)	x	x	x

More Opportunities for Self-Help, Learning, and Professional Collaboration

In addition to the offerings available through the ANCILE Customer Success & Support Program, ANCILE sponsors several additional user communities:

- ANCILE Products Users Group on LinkedIn
- ANCILE Products Users Group (APUG): annual events held worldwide to bring together ANCILE staff and customers for product information, in-depth learning sessions, and networking.

ANCILE Professional Services

Training, implementation support, and consulting services are available via the ANCILE global professional services team. With over 10 years of experience delivering professional services to over 250 global customers per year, ANCILE consultants bring the knowledge, best practices, and experience to ensure your success with our software.

Our consultants conduct a planning, analysis and design session to gather your requirements and then, based on our experience and best practices, we collaborate with you to make decisions on options, customizations, configurations, and integrations for our software. We work closely with your technical team to install the software, conduct post-installation testing, and then implement the software. Finally, we ensure your teams are equipped with the knowledge to use ANCILE software. For existing customers, we can help you move to our latest software version or release by providing migration or upgrade services. And we can review your current implementation from both a functional and technical standpoint, make recommendations for improvement and optimization, and then help you implement those recommendations.

ANCILE professional services are contracted separately from the Global Support Program. Visit www.ancile.com/contact-us/ to request additional information.

2013 BRONZE STEVIE® WINNER FOR SALES & CUSTOMER SERVICE

ANCILE is the proud winner of 3 Bronze People's Choice Stevie® Awards for Sales & Customer Service in the following categories:

- Innovation in Customer Service
- Best Use of Technology in Customer Service
- Relationship Management Solution