

# Kalido Support Offerings

Kalido Active Information Management software supports a multitude of strategic business intelligence and corporate performance management initiatives within organizations around the world. Given its business-critical role in customer organizations, Kalido offers comprehensive technical support services to help minimize the time required to resolve technical issues, improve product quality and enable customers to focus on their primary business objectives.

## Constant Access

Kalido provides a number of resources to help Kalido support customers resolve issues. These online resources are available 24x7 to help users access previous solutions, search resolved issues, report incidents and check the status of open requests. These resources come standard with all levels of support.

### Online Knowledge Base

Kalido provides a comprehensive online Knowledge Base that allows customers to search for resolutions to their issues. Available to all Kalido support customers, the Knowledge Base serves as a resource for known issues – enabling users to self-diagnose and troubleshoot or alerting them to known issues that are being resolved. The Knowledge Base contains questions and answers on technical issues, the implementation process, the most recent information on product upgrades and patches, as well as a search function.

### Kalido Incident Tracking Support System

The Kalido Incident Tracking Support System (KITSS) provides customers with a means to log new incidents or Kalido Incident Requests (KIRs), review the status of open KIRs and exchange information about the issue anytime.

### Product Updates and Maintenance

Also standard with all support contracts is unlimited access to software product updates – both functional and maintenance. Through the course

of their Kalido support relationship, Kalido customers have constant access to maintenance releases delivered regularly, as well as functional releases for the product purchased. Kalido will also proactively notify registered KITSS users of all software product updates.

## The Right Service Level

Every customer has different needs – while one organization may be implementing a single multi-year program, another may be implementing four six-month projects. Still others are focusing on a critical, strategic project with tight timelines. The level of service appropriate for one may be wholly unsuited for another.

That's why Kalido offers multiple levels of support to meet your needs.

### Standard Support

Kalido's entry-level support offering provides customers with a wide range of options to help troubleshoot issues through the 24x7 online resources. In addition, Kalido customers can designate two customer technical contacts. Those contacts are authorized to interact with Kalido technical support engineers, who are available during normal business hours for live, hands-on support via phone, email or web-based interaction.

### Extended Hours Support

Similar to Standard Support, Kalido's Extended Hours Support offering provides customers with 24x7 access to online resources. In addition, live Kalido support engineers are available

to authorized customer technical contacts 15.5 hours a day, five days a week, during the hours of 3:30am – 8:00pm Eastern time.

### 24x7 Support

Our most comprehensive support option, Kalido's 24x7 offering delivers on-demand telephone access to technical support experts all day, every day for all Priority One incidents. In addition, customers can authorize up to four customer technical contacts for troubleshooting and incident resolution. 24x7 support also comes with all options available to the other levels of support.

## About Kalido

Kalido delivers active information management for business. With Kalido's unique business model-driven technology, organizations can make decisions based on accurate, accessible and consistent information, delivered in real time, thereby dramatically improving corporate performance. Kalido can be deployed at a fraction of the time and cost of traditional information management methods.

More information about Kalido can be found at: <http://www.kalido.com>.

### Contact Information

**US Tel:** +1 781 202 3200  
**Eur Tel:** +44 (0)845 224 1236  
**Email:** [info@kalido.com](mailto:info@kalido.com)

or visit our website at [www.kalido.com](http://www.kalido.com)