



SIOS Customer Experience Team

Physical – Virtual – Cloud



SIOS Technology Corp.

What is the SIOS Customer Experience Team?

- A customer-facing, customer advocate team
- An expanded team focused on customer support and critical near-term company success
- A solutions team providing enablers/solutions to enable customer sales and renewal opportunities
- A team that provides continuous product feedback into the Product Owner Team to direct long-term strategy
- A solutions team that insulates product development for maintenance and defects



Why does SIOS need a Customer Experience Team?

- Enable better experiences in the customer journey
- Strategic way to handle customer advocacy and issues
- Increase R&D efficiency by reducing disruptions and customer escalations
- Improve Customer satisfaction by reducing response time on cases, and to deliver solutions faster
- Facilitate short term and long-term product company success
- Proactively drive better customer outcomes and product features



How does the Customer Experience Team help SIOS

Pre-sales

- Assisting pre-sales technical efforts

Post-sales

- L1, L2 + L3 escalation process handling
- Insulating buffers between pre-sales/support and the development team

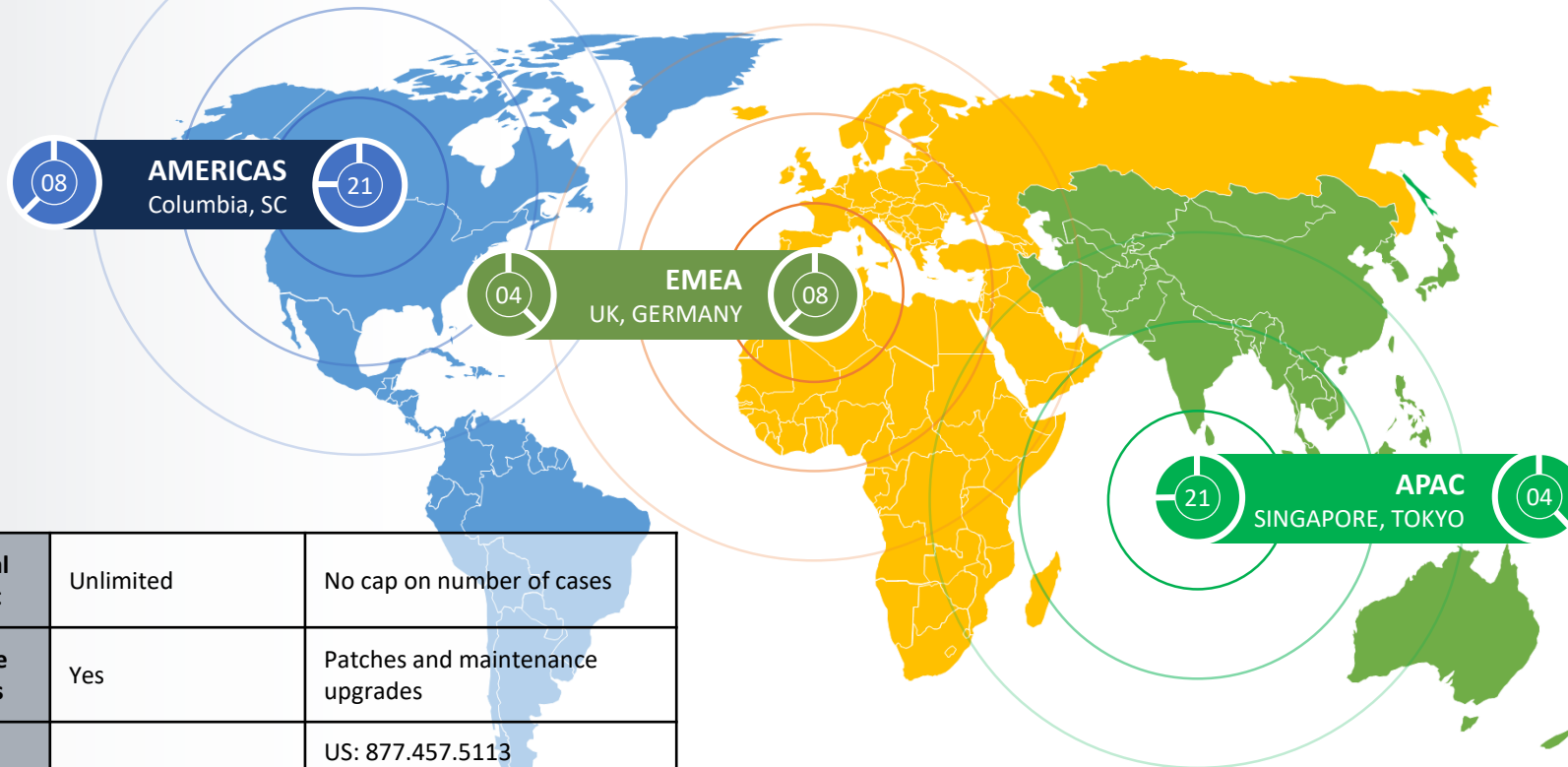
Training

- Build training to enable customers, and partners
- Build training to onboard internal development and sales

Professional Services

- Deliver services for installation and configuration
- Support the Customer paid engagements for solution delivery

SIOS Technology Global Support Network



Technical Support	Unlimited	No cap on number of cases
Software Updates	Yes	Patches and maintenance upgrades
Method of Access	Web, email, phone	US: 877.457.5113 International: +1.803.808.4270 Support@us.sios.com SalesForce Case logging portal
Response Time	2 hour - Priority 1 4 hour - Priority 2 NBD - Other	Priority 1 - Down Production Servers
Hours of Access	24/5 24/7 - Production Down	Follow the Sun After hour and holiday escalation for P1 issues

- Best Practices & CIP
- Daily Status Reviews
- Case Reviews and monitoring
- Support Co-located with R&D

- Global Case Management Systems
- Warm Transfers & Swarming
- Customer Satisfaction surveys sent for every case
- Customer Satisfaction rating of 95%

- Multiple Competency Centers
- 24/7 'Follow-the-Sun' Support network
- L3 Engineers on staff
- 30+ years experience in Availability and DR
- SAP Expertise within network; SIOS access to SAP Linux Lab
- SIOS embedded into SAP support systems; end-to-end case management by SAP engineers
- AWS/Azure Certified Engineers
- Weekend Emergency Hot-line
- Self Service portal and Knowledge Base

