

Customer Support and Training

Delivering Superior Customer Service for Long-Term Value

At Bottomline, we know that an implementation is only the beginning of a productive, long-term relationship. That's why we strive to be the very best in providing world-class technical and product support to every customer. From incident-level cases to comprehensive, 24x7 services, Bottomline offers multiple support and training options to help customers speed solution deployment, reduce downtime and ensure user adoption.

World-Class Support Programs for Every Business Need

As a software and services vendor, Bottomline is dedicated to updating and enhancing its products to include the features and functionality that meet the needs of its users. Customers continue to do business with Bottomline because of the value they receive through the use of Bottomline's products, the consistently high levels of service, and the depth of experience Bottomline brings to every relationship.

Standard Maintenance and Support

Clients enrolled in our Standard Maintenance and Support Program benefit from comprehensive technical phone, email and Web support as well as other benefits, including:

- Licensed software version upgrades and releases offered at no charge;
- Secure environment for the transfer of application files and data;
- Call escalation and resolution through Bottomline's Technical Support Group; and
- Unlimited access to Bottomline's online Web support and searchable knowledgebase which provide information such as service request status, patches available for download, FAQs technical notes and updated user manuals.

Premium Support

Bottomline's Premium Support Program is uniquely designed to go beyond the incident-level help available through our standard maintenance program to enable the provision of time-intensive, project-based or emergency support services.

Scheduled After-Hours and Weekend Support

Scheduled after-hours or weekend support is applicable to a range of activities, performed outside of normal business hours, which may affect your Bottomline software environment, including:

- Planned ERP or other host system upgrades;
- Bottomline software upgrades and 'go-live' support;
- Roll-out of Bottomline software to new departments, business units or geographic locations;
- Quality assurance testing;
- Hardware or other network updates; and
- Project or user testing.

Scheduling of support coverage within the Premium program must be completed at least one week prior to the requested dates. For more information, including pricing, or to schedule after-hours support, Createlform customers should call Bottomline's U.S. Customer Technical Assistance Center (CTAC) at 1.800.839.9029; Optio customers should contact the Atlanta-area support center at 1.770.576.3780.

Comprehensive Customer Support Options Include:

- Access to the latest software revisions and releases
- Unlimited phone and email access to CTAC during standard call center hours
- Online access to FAQs, a searchable online knowledge base, technical support notes, user documentation and product patches
- Premium services for after-hours system changes or upgrades, as well as 24x7 emergency support for business-critical software applications
- Classroom or custom on-site training programs
- Value-added services for document design and graphics support

24x7 Pager Emergency Support

Emergency support options are available for an additional fee to customers enrolled in Bottomline's support and maintenance programs. Support is available seven days a week, 24 hours a day for emergencies with an established system in live production. Enrolled customers are supplied an after-hours toll-free number offering unlimited access based on the number of production servers installed. An assigned Bottomline representative will respond to all requests within one hour.

Optional Consulting Services

Bottomline has a global network of highly-trained consultants that are able to assist with a range of queries or requests. Consultants are available for on-site visits to assist with services such as the installation of initial software or software upgrades, printer connectivity, problem investigation and resolution, and much more. As a more cost-effective alternative, online sessions are also available to help assist with document design or to provide a demonstration of additional add-on modules.

Document Design and Graphics Support

Bottomline's expert document design consultants can quickly and efficiently design high-quality documents. Documents can be designed both on- and off-site to help customers move from implementation to production. Offerings include:

- **Check Design:** Our consultants can design checks, 1099s and W-2s that visually match your existing printed checks, including remittance information.
- **Forms Design:** Our expert forms designers can create and deliver everything from basic form overlays to complex forms with data mapping.

- **Graphics Services:** Bottomline also offers graphics services for the scanning and tracing of logos and signatures to help customize documents and maintain corporate branding.

Educational Services Maximize Product Knowledge and User Skills

Bottomline maintains an active schedule of classroom training programs. Whether you're a new user or simply in need of a refresher course, Bottomline has an educational program to suit your requirements. For a complete schedule of upcoming training sessions and dates visit www.bottomline.com/customer_support/training.html.

Users located in North America may contact Bottomline's Training Services Coordinator at 800.472.1321 (extension 5107) or email support@bottomline.com for more information.

Metrics of Customer Success:

- According to 2008 Customer Survey results, more than 83% of respondents gave Bottomline's customer care teams a perfect score.
- Bottomline's CTAC resolves 70 percent of reported issues within 24 hours.

Bottomline Support Contact Information (by product family)

North America

Create!form®, FormScape®, Transform™ & MedEx™

callcenter@bottomline.com
1.800.839.9029

Monday – Friday
8:30 AM to 8:30 PM ET

Optio®

support@bottomline.com
1.770.576.3780

Monday – Friday
8:30 AM to 8:30 PM ET

PayBase® and WebSeries®

callcenter@bottomline.com
1.800.839.9029

Monday – Friday
8:30 AM to 8:30 PM ET



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