



HighJump Software Supporting Global Customers

Providing Support for Mission-Critical Systems

Your satisfaction and positive experience as a HighJump Software customer is our primary goal. We realize that our solutions become an integral part of your operations, and you need immediate assistance if a concern arises. HighJump Software has taken several measures to establish and maintain two-way communication between our team and each customer so that we may consistently meet your unique operational needs.

24/7 Worldwide Support

The HighJump Software Worldwide Support team is well-versed in the details of your solution(s) and is ready to assist you with troubleshooting and problem resolution. These full-time technicians, many of whom spent years implementing customer projects, are educated in industry needs and combine that knowledge with the specifics of your solutions. Application analysts are also on-hand to provide in-depth diagnostic and configuration assistance.

HighJump Software offers two software support programs, one of which includes 24/7 staffed assistance available via e-mail, phone or Web. For international customers, this 24/7 support can be supplemented with regional support options. The Worldwide Support team incorporates Six Sigma methodology to manage call resolution time. The goal: to identify and solve the root issue on the first call, and not simply manage symptoms. This team also uses the latest technologies to keep your applications in top form. Remote diagnostic capabilities enable a HighJump Software technician to connect directly to your solutions to see first-hand the issue you are reporting.

Dedicated Customer Management

A dedicated project team works with you throughout implementation and then facilitates a personalized transition of your account to Worldwide Support. This transition includes representatives from your team and HighJump Software to teach Worldwide Support about the intricacies of your environment and establish an escalation protocol. HighJump Software's Client Advocate also works with you to communicate your questions, concerns and ideas directly to the executive team.

“OUR SUPPORT CONTACT GETS INVOLVED RIGHT AWAY AND BRINGS US A SOLUTION. WE’RE IMPRESSED WITH HIS ATTITUDE AND APPROACH THAT IT’S COLLECTIVELY OUR APPLICATION. IF THERE’S A PROBLEM, WE’RE GOING TO SOLVE IT TOGETHER. HE’S JUST BEEN A PHENOMENAL PERSON TO HAVE ON THE SUPPORT TEAM.”

—Andy Engle
Operations WMS Manager
Quiksilver



Additionally, the HighJump Software Customer Advisory Council meets regularly to provide an open forum for you to share industry insights and candid input on product strategy priorities. Finally, you will have a single point of contact to manage third-party hardware and software service providers.

Ongoing Training at HighJump University

HighJump University maximizes the benefits you receive from your HighJump™ solutions with in-depth training courses available online, at HighJump Software's headquarters, or at your facility. These programs prepare your team to operate and administer your solutions on a daily basis and to enhance the system as future needs dictate.

Customer Central

HighJump Software created Customer Central, a Web-based customer support site, to deliver ongoing service and support to our customers. Customer Central improves communications and enhances your self-reliance with direct access to status and technical information. Using Customer Central, you can log new support calls, view the status of outstanding calls, get the latest hot fixes and updates, check the status of support agreements, and edit contact information. Another key component of Customer Central is the Answer Search feature, which searches HighJump Software's technical information resources for the answers to your technical support questions.

Upgrades and Hot Fixes

Upgrades and hot fixes are included with both software support programs at no additional cost. You will receive notification of hot fixes and upgrade options via e-mail or Customer Central. These can be delivered to you via CD or secure electronic download. When you upgrade your solution(s), any unique configurations you have previously made will automatically carry forward to the new version. Many HighJump Software customers have completed their upgrades in a day or over a weekend without assistance. However, you can request upgrade support whenever needed.

Annual User Conference

Each year, HighJump Software customers, partners, employees and industry analysts meet to exchange ideas on the latest trends in supply chain execution. Customers learn about new advances in HighJump solutions and give feedback on product direction. They also discover ways to better leverage their current HighJump solutions by analyzing customer case studies and working with peers and industry thought leaders in one-on-one and small-group settings. HighJump Software product experts are also on-hand to discuss technical questions in depth.

Software Support Programs

	Granite	Diamond
Telephone Support	Standard 7 a.m. - 6 p.m. CST Coverage	24/7 telephone support, includes holidays
Software Updates	Upgrades and hot fixes	Upgrades and hot fixes
Documentation	Updated documentation (as available)	Updated documentation (as available)

