

# SERENA SUPPORT

Maximize your investment with Serena's award-winning support



Managing change can be a formidable challenge. Serena supports you from start to finish with robust products and solutions, backed by comprehensive customer support. You get award-winning expertise around the clock so you can maintain business continuity while maximizing productivity.

Our comprehensive support program includes access to experts online or via telephone, along with Serena's global support web site which provides 24x7 access to a community of experts, product updates, and resources focused on helping you leverage the full power of your investment. On this site you have anytime-access to complete case management, a comprehensive technical Knowledge Base, product news, product updates and documentation, and licensing information. You can also communicate with product experts, participate in customer forums, and vote for product enhancements online.

## AWARD-WINNING SUPPORT

- Easy access—online or via telephone
- Global, multi-lingual support
- Deep technical product expertise
- Specialized, secure support web site

## 24X7 GLOBAL ONLINE SUPPORT

- Case Management – submit, review and update
- LIVE online support
- Current product and product update downloads
- Customer forums
- Knowledge Base access
- Product documentation
- Product news and enhancement requests
- Training schedules
- Global, local language contact information

## Accessing and Using the Serena Support Web Site

Your named primary and alternate contacts have unlimited access to all information on the Serena support site. Additional read-only contacts can access the Knowledge Base and view submitted cases. Register at <http://support.serena.com> (Serena product serial number required). Need help? Email us at [support@serena.com](mailto:support@serena.com).

## Support Site Highlights

### CASE MANAGEMENT & ONLINE ACCESS

Not only can you submit, update and view cases, you can now diagnose issues online LIVE via Instant Chat with a Serena technical support representative, allowing you to resolve issues more quickly.

### KNOWLEDGE BASE/SOLUTIONS

Our Knowledge Base contains thousands of technical tips and product usage information that can be searched using keywords, phrases or other criteria. The Knowledge Base also allows you to view solutions for known issues with links to the product fix where applicable.

### VOTE FOR FEATURES/ENHANCEMENTS

Your voice counts! Vote online for new features and enhancement requests, and let our product teams know your priorities. Each vote is carefully considered and provides important input to our product release cycle.

### CUSTOMER FORUMS

Collaborate, exchange ideas, or receive notification of discussions with other Serena customers. Customer forums, threaded discussion groups, and live online sessions are a great way to expand your business solutions and find new, creative ways to extend your product usage.

### **PRODUCT DOWNLOADS & DOCUMENTATION**

The latest Serena product updates, patches and fixes are covered under your support agreement. Documentation and current releases can be ordered online and are also available for download.

### **TECHNICAL NEWS**

Don't miss important information! There are two ways to receive product news. Review the Product News on the web site for current updates and important information or register online for Techmail, a subscription that provides automatic notification of product updates and releases.

All primary and alternate contacts are automatically registered for Techmail. We encourage anyone who needs this information within your organization to subscribe to Techmail on the support web site.

### **SERVICE LEVEL OBJECTIVES**

We strive to resolve all of your issues promptly either via electronic submission or, for more urgent or time sensitive concerns, via telephone support. View our detailed Service Level Objectives on the Serena support web site.

### **MAINTENANCE SUPPORT SALES**

With a Serena Support agreement, your designated Account Representative will contact you throughout the year to assist with any concerns you may have and to assist you in fully maximizing your investment. Their primary interest is your success.

### **CONTACT & TELEPHONE SUPPORT**

Languages spoken include English, French, German, Spanish, Italian, Japanese, Korean, and Chinese. For a comprehensive list of our worldwide offices and local language support, visit [www.serena.com/WWsupport](http://www.serena.com/WWsupport). Please have your serial number available when calling. Customers in the United States and Canada call 1-800-443-1601 or 1-503-617-2520.

Worldwide Email:  
[support@serena.com](mailto:support@serena.com)

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### **ABOUT SERENA**

Serena Software, the Change Governance™ leader, helps more than 15,000 organizations around the world—including 96 of the Fortune 100 and 90 of the Global 100—turn change into a business advantage. Serena is headquartered in San Mateo, California, and has offices throughout the U.S., Europe, and Asia Pacific.

