



PPI
GROUP

THE PPI GROUP'S CUSTOMER SUPPORT PROGRAM

GET ANSWERS. GET BACK TO WORK. BE PRODUCTIVE.

OUR CUSTOMER SUPPORT PROGRAM OFFERS YOU THE ASSISTANCE YOU NEED FROM A HIGHLY-TRAINED APPLICATION SPECIALIST WITH A GUARANTEED RESPONSE TIME. SOFTWARE CUSTOMERS ON OUR SUPPORT PROGRAM RECEIVE THE UTMOST RESPONSIVENESS AS WELL AS PROFESSIONAL AND COURTEOUS TECHNICAL ASSISTANCE THROUGH A DEDICATED SUPPORT TELEPHONE NUMBER, WEB FORM OR EMAIL ADDRESS.

OR/SW WASHINGTON: 503.231.1576 OR 800.247.1927

NW WASHINGTON: 425.251.9722 OR 800.558.5368

EMAIL: INFO@THEPPIGROUP.COM

"With this fast-paced and competitive industry, we at PPI realize our customers need to get answers to their technical problems quickly so they can get back to the assignment at hand."

Kevin Closson
PPI Software Applications Manager





TECHNICAL SUPPORT PROGRAM BENEFITS

- **Unlimited** support cases per year
- Guaranteed call or email response within 2 hours
- Access to dedicated support telephone number to log support case
- Access to e-mail based submission of support case
- Includes **two** contact persons per discipline* per physical location
- **Remote desktop support** – allows our application specialist to dial directly in to your PC to provide real-time hands-on support.

STANDARD PER INCIDENT SUPPORT

Per incident based support is also available to provide access to an application specialist who can resolve your immediate issue, on a per-case basis. Technical Support package clients take precedence over **PER INCIDENT** customers in cue. Method of payment must be determined prior to beginning case and payment in full is due upon completion of the case. You have the option of upgrading to our Technical Support Program at the time of the incident without incurring the per incident fee.

*DISCIPLINES

If you purchase support for:

AutoCAD

AutoCAD Architecture

AutoCAD Civil 3D, AutoCAD Land Desktop

AutoCAD Map 3D

Autodesk Utility Design

MapGuide

Revit Architecture, Revit Structure, Revit MEP

Topobase

Then your program includes support for:

AutoCAD LT

AutoCAD & AutoCAD LT

AutoCAD & AutoCAD LT

AutoCAD & AutoCAD LT

AutoCAD Map 3D, AutoCAD & AutoCAD LT

AutoCAD Map 3D, AutoCAD & AutoCAD LT

AutoCAD Architecture, AutoCAD & AutoCAD LT

AutoCAD Map 3D, AutoCAD & AutoCAD LT

