

**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

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# SERENA SUPPORT

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## 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 participate in customer forums and interact with customers to share knowledge and experiences with your Serena product of choice.

## Accessing and Using the Serena Support Web Site

Your registered contacts with a valid serial number 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://www.serena.com/support>. Need help? Email us at [support@serena.com](mailto:support@serena.com).

## Support Site Highlights

### CASE MANAGEMENT

Not only can you submit, update and view cases, you can now have access to Support representatives via our Live Chat feature.

### LIVE CHAT

Engage in an online, Live Chat session with a technical specialist, who will quickly begin working with you to answer your question or troubleshoot your incident.

### 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 patches where applicable.

### SERENA COMMUNITY 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 for your licensed products are 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 email notification of product updates and releases.

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 via electronic submission, Live Chat, or telephone. 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 questions 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.

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

### ABOUT SERENA

Serena Software, Inc. is the leading independent software company focused on Application Lifecycle Management and Business Process Management. More than 15,000 organizations around the world, including 96 of the Fortune 100, rely on Serena solutions to automate the application development process and effectively manage critical business processes. Headquartered in Silicon Valley, Serena has offices in major business cities throughout North America, South America, Europe, Australia and Asia. For more information on Serena solutions and services, visit [www.serena.com](http://www.serena.com).