

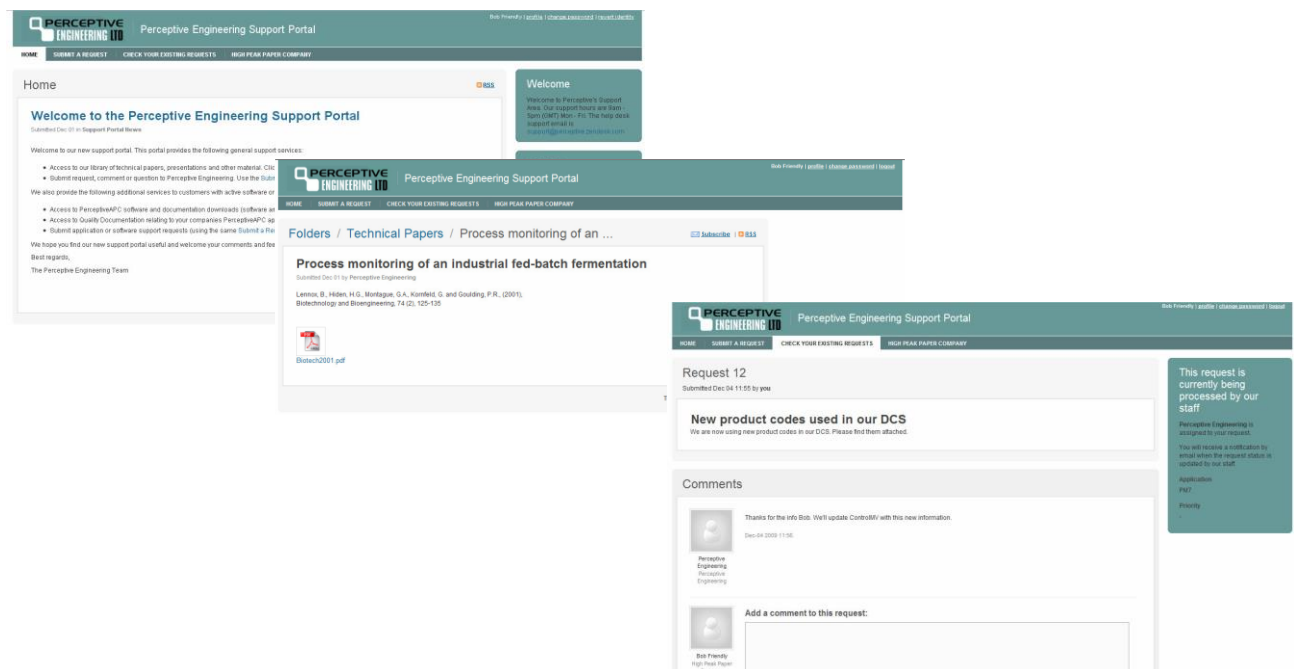
## Lifetime Support

The long-term support and maintenance of each Perceptive application or installation is an important consideration, if the commissioned benefits are to be sustained.

As part of our commitment to maintaining these benefits, we provide a web-based portal, which provides secure access to our support resources.

## How It Works

Users with a live support contract are invited to register their details, then provided with a log-in identity. Within the portal, users can raise new support tickets, check progress on existing requests, view technical papers, review quality documents related to our software or the installed solution, and access software upgrades as they are made available.



## Accessing the Portal

Visit <https://perceptive.zendesk.com/hc/en-us>

Email [support@perceptive.Zendesk.com](mailto:support@perceptive.Zendesk.com)

## Services Provided

**Proactive Support** a bi-monthly assessment of the Perceptive system's performance, to help identify if additional gains can be realised (requires secure remote access).

**Reactive Support** helps to solve queries related to the operation of the PerceptiveAPC system.

**Troubleshooting** clients can exploit our process expertise and the data we collect from their process, to help identify the root cause of process issues.