OSIsoft® Software Reliance Program

Renewing your Software Support is one of the most cost-effective ways to protect your software investment. It saves you time, it saves you money, and it ensures uninterrupted access to vital Technical Support and product upgrades - features that can make a real difference to your operations day in and day out.

| **23%** of OSIsoft staff keep developing your software | **28%** of OSIsoft staff provide you with support | **40%** of all requests are resolved in less than one day | **60%** of all requests are resolved in less than one week | **4.7** OSIsoft customers rate us **4.7/5** for **support satisfaction** |

5 reasons to keep current

- Critical updates to ensure software reliability and security
- Quick resolution of issues
- Enhanced features for improved operations
- Benefits from the latest improvements
- Advantages of new additional tools designed for the latest release

3 risks if not current

- Critical software failure
- Slow resolution of issues & lost productivity
- Higher risk to operations if critical staff leave

Support is **available** **24/7** world-wide from dedicated and highly trained employees.

over **25** **product releases** and **upgrades** per year

Access to online community **24** hours a day **7** days a week

9 **supported languages**

from **16** **offices in 16 countries**

Local support in:

Australia	China	Japan	South Korea
Bahrain	Czech Republic	Mexico	Spain
Brazil	France	Russia	UK
Canada	Germany	Singapore	USA

"Thanks for the best technical support in the industry."
Don O'Quinn, Arizona Chemical

"OSIsoft Tech support is arguably the best service support I've worked with in decades!"
Tom Bowman, Packaging Dynamics Corporation

Support Channels:

- Phone
- Forums
- E-mail
- Web Ticket