

**SOLARC**<sup>®</sup>  
ENTERPRISE TRADE MANAGEMENT

**Technical Support Solutions for  
SolArc RightAngle Customers –  
North America**



**Why are customers satisfied with their level of SolArc RightAngle support year after year?**

SolArc serves the diverse needs of our customers with round-the-clock technical support. Our Customer Care model includes a dedicated Account Owner for each and every customer. Accountable for response time and issue resolution, our highly experienced Account Owners ensure effective issue management. Plus, hotline and production emergency lines provide support resources 24x7. Moreover, customers can take advantage of SolArc's intranet platform, MySolArc.com. Our online services include an interactive issue management tool, product documentation, and rapid deployment of patches and releases.



## Technical Support Features

- Account Owner available 8 AM – 5 PM, Central Time, via direct phone line or email
- Production emergency number provided for nights and weekends
- Account Owner works to close product planning, engineering, or production customer support issues through personal investigation
- Co-location of Account Owner with Engineering expedites issue resolution
- MySolArc.com provides up-to-date product documentation, news and alerts, and troubleshooting tips and tricks. Maintenance releases and patches can be quickly downloaded.
- Maintenance releases include product enhancements to licensed modules and incorporate approved user requests. SolArc provides release notes and a full set of product documentation with each of these releases.
- RAID Online (RightAngle Issue Database Online) allows customers to log support issues anytime, anywhere that Internet access is available. Status updates and email notifications provide prompt and accurate information to our customers.



## **About SolArc's Customer Care Organization**

SolArc is committed to providing quality customer care with the goal of increasing the productivity and profitability of each customer. Because of our personalized support approach, our customers benefit from the comprehensive advice and professional service of their account owner. Additionally, by providing the industry's best in online tools and award winning product documentation, SolArc helps our customers better understand SolArc RightAngle's capabilities in configuring, managing front-to-back office operations, and reporting.



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