

## CLIENTADVANTAGE

### Get the Most Value from your Packet Design Explorer Products

Packet Design customers garner benefits from the unique network management insights the technology provides and also from the post-sales experience. After the sale, customers frequently have questions such as:

*“Will we ever hear from Packet Design except at maintenance renewal time?”*

*“Are the Packet Design customer support technicians knowledgeable? Will they be responsive if we call with a problem?”*

*“Does Packet Design invest in technology innovations and provide frequent product updates?”*

### Packet Design *ClientAdvantage*

*ClientAdvantage* is a comprehensive customer care program that answers these questions with a resounding yes. It is designed to ensure that you get the most from your product investment and to provide convenient access to Packet Design personnel, expertise and resources.

Your *ClientAdvantage* begins with a designated Customer Success Manager who is your advocate and primary point of contact, and who collaborates with you every step of the way. Your Customer Success Manager will be in touch with you regularly to ensure you are taking advantage of all aspects of the *ClientAdvantage* program.

As a Packet Design customer, here are the *ClientAdvantage* services you receive:

#### Customer Advocacy

Your designated Customer Success Manager is available to provide assistance and is responsible for making sure you derive the maximum value from your Packet Design investment. They will also notify you of new product releases, make you aware of significant developments at Packet Design, and invite you to customer events and training opportunities.

#### Goal Progress Reviews

When you purchased the Explorer Suite you had certain objectives. Your Customer Success Manager will reach out to you regularly to ensure you are on track to meet those objectives and explore ways to leverage additional capabilities in your Explorer products to drive even more value.

#### System Health Checks

Packet Design technical experts review your product implementation annually and make recommendations to improve configuration, usage, and overall experience.

## Technical Webinars

Packet Design experts host quarterly *Success by Design* webinars to provide valuable product tips and best practices. We also use these events to introduce new and upcoming product features, and solicit customer feedback on our product roadmap.

## Technical Support

Packet Design provides telephone and email technical support from 8:00am to 5:00pm local time, Monday through Friday (excluding Packet Design holidays). Customers can also submit and track cases online via the secure Packet Design self-service portal, available 24x7.

## Software Error Correction

We pride ourselves on shipping quality products, but when reproducible errors are reported, Packet Design places a high priority on producing a software fix or finding a workaround to minimize the impact to you and your business.

## Frequent Software Releases

Packet Design continually invests in new product innovations and enhancements. While we cannot guarantee the frequency of new product releases, historically, the product release cadence has been nine to twelve months.

## Self-Service Portal

The Packet Design self-service portal provides convenient, around-the-clock access to a valuable knowledge base containing technical briefs; installation and upgrade guides; FAQs; and maintenance best practices, tools, and utilities.

## Customer Symposium

Packet Design hosts customer events once or twice every year and free passes are available to all customers who are current on maintenance. These valuable events include technical educational and product best practices sessions, roadmap updates, demonstrations of new and upcoming product capabilities, and keynote presentations by industry luminaries. Customer attendees give us high marks for the opportunities to network with Packet Design executives and technology experts, and their peers from other companies.

