Worldwide Response Centers

Overview

*FileNet's Support team is dedicated to customer satisfaction without compromise. We offer a **single point of contact** for around-the-clock technical response and comprehensive support for your FileNet ECM solutions.*

- *FileNet manages the quality of its response centers in North America, Europe and Asia Pacific*
- *Follow-the-sun support model*
- *Support Center Practices (SCP) Certified annually since 1999*
- *Support delivered by FileNet Certified engineers*
- *More than 250 FileNet Support team members worldwide*
- *24x7x365 coverage available*
- *More than 95% of all calls responded to in real time with less than 35 seconds of wait time*
- *More than 40% of cases resolved upon first contact*
- *Approximately 99% of support calls resolved remotely*
- *More than 5,000 system upgrades successfully completed in the past six years*
- *World-class customer satisfaction gap scores*
- *Customer Call Satisfaction statistics gathered by Satmetrix Systems, an independent research firm*

Our Value to You

Multi-lingual support: More than 250 people are deployed in more than 10 countries so that consistent expert FileNet Support is available to you, 7 days a week, 24 hours a day.

Real-time access to expertise: FileNet provides real-time phone support to resolve your case quickly—often during the first call. When you call our response centers, you are directly connected to a support engineer who will analyze and "own" your issue.

Case tracking and escalation: Our global call-management system links the response centers together, tracking all your reported activities worldwide. Your calls are automatically escalated when targeted response times are exceeded, and management has access to the details of your case.

Breadth and depth of knowledge: When difficult problems arise, specialized FileNet resources are brought together and experienced subject matter experts collaborate to resolve your issue. For resolution of the most complex cases, FileNet management may dispatch top experts from the Worldwide Technical Assurance (WTA) team.

Operations and support guidance: Our certified technicians are located worldwide to collaborate with remote support staff and assist you onsite with problem identification and resolution. They deliver Operations Support assistance, including on-site expertise with FileNet installations, upgrades and migrations.

Integrated multi-level infrastructure: Each response center location follows standardized processes and is staffed with certified technicians and equipped with communications facilities, labs and systems to support you with a consistent level of care.

Our Quality Initiatives to Maintain Service Excellence

FileNet's investment in the SCP and PSP certification is just one element in our strategy to maintain service excellence. We also work with Satmetrix Systems, the leading provider of enterprise solutions for improving business loyalty and profitability, to conduct independent research and solicit objective customer opinions on multiple aspects of our performance. FileNet Support monitors quality metrics to track satisfaction, and the feedback we receive helps us fine-tune our call-handling procedures to ensure that we meet your support needs—as well as world-class standards.

Follow-the-Sun Support from Our Worldwide Response Centers

North America Response Center

Asia Pacific Response Center
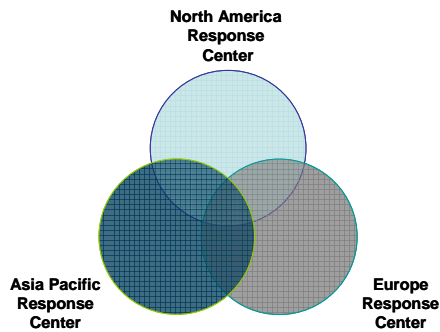
Europe Response Center

FileNet Response Center Information

Region	**North America** **Costa Mesa, CA**	**Europe** **Dublin, Ireland**	**Asia Pacific** **Beijing, China**
Address	FileNet - IBM 3565 Harbor Blvd. Costa Mesa, CA 92626-1420	FileNet - IBM Eastpoint Business Park Fairview, Dublin 3 Ireland	FileNet - IBM IBM China Haohai Building, 4/F No.7 Haidian District, Beijing 100085, P.R.China
Hours of Operation	05:00 to 18:00 Pacific Standard Time	07:00 to 19:00 Greenwich Mean Time	08:00 to 18:00 Singapore Local Time 08:00 to 18:00 Beijing Local Time
Days of Operation	Monday through Friday	Monday through Friday	Monday through Friday
Languages Spoken	English, Spanish and others (as needed)	English, French and German	English, Chinese, Japanese and Korean

Backing Your FileNet ECM Investment

We support each FileNet ECM software investment with the best technical resources for our customers and partners—from our FileNet certified technical specialists to our response center processes and worldwide support infrastructure. Our goal is to help you improve bottom-line productivity and maximize system availability—saving time and reducing risk. FileNet Support resources can deliver the services you need, when you need them. The result? You realize an increased return on your FileNet ECM investment. We focus on providing world-class service, so you can focus on your business.

Contact

To learn how FileNet Support can help meet your business needs, please contact your local ECM Support Manager at 1.800.FileNet (outside the U.S. call 1.714.327.4800) or email crgfn@us.ibm.com.