

Progress® Service Agreements

The key to maximum value and support for your product.

SUPPORT & SERVICES

BENEFITS OF AN ACTIVE SERVICE AGREEMENT

- Full access to “The Progress Community”
- Access to online help and the Progress Knowledge Base to get quick answers when you need them
- Access to Progress’s solution-minded support engineers for more complex problems and questions
- Assurances so you know when to expect a response, update, and resolution to your case via published service level agreements
- Product updates and priority access to bug fixes
- Invitations to participate in product beta programs

“I deal with a lot of different vendors in my work, and Ipswitch is one of the few that provides the best level of service.”

Tennessee Department of Safety

Customer Support Channels

You can’t have award-winning products without an award-winning support system. We offer a comprehensive blend of support resources, ranging from an expansive Knowledge Base to responsive phone support delivered by our product engineers. Whatever your needs, we’re here to help your IT team shine.

Our support offerings include:

Progress Community: A meeting ground for our customers, partners and employees where everyone can discuss challenges, share stories and trade tips. If you’ve got a question, there’s a good chance someone’s already answered it in the Progress Community.

Online Knowledge Base: A repository of all product information designed to help you find the right answer, fast. Get quick answers and fast results at the Knowledge Base.

Technical Support: If all else fails, who better to ask than the people who built the product? Submit a ticket online via SupportLink or call our technical support hotline during business hours and our product engineers will help you find the ideal solution to your specific situation.

Your success is our success, which is why we take our technical support very seriously. Our support team is assessed by Net Promoter Score (NPS) instead of the number of cases they close. With anything above 50 considered “excellent,” our support team has an NPS of 60.

Support Eligibility

Our product roadmap is customer-driven and we strive to release one major version and one minor update every year. Our product managers and technical support team are all actively engaged with, and listen to, The Progress Community and the voice of our customers. We incorporate their feature requests into major releases and requested enhancements and bug fixes into minor releases. With an active service agreement, customers get priority access to all product updates, with upgrades being free.



For Progress Support Guide, please visit:
www.progress.com/support/reference-guide

About Progress

Progress creates leading platforms for developing high-impact business applications. Progress offers powerful tools for building adaptive user experiences across any touchpoint, a cloud-native app dev platform to deliver modern apps, leading data connectivity technology, web content management, business rules, secure file transfer and network monitoring. Over 1,700 independent software vendors, 100,000 enterprise customers and two million developers rely on Progress. Learn about Progress at www.progress.com or +1-800-477-6473.

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