

Front Line Support

Challenging the competition...

E-mail tracking solution for user support

Siemens PTI optimizes the level of customer service by tracking our e-mail conversations with customers. We can now measure things such as response times and satisfaction scores, making our e-mail communications accountable, and therefore more manageable.

AnswerTrack® solution

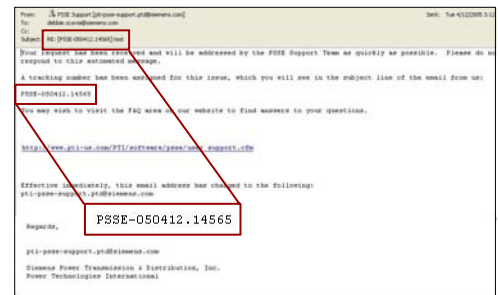
- Tracks support requests for Siemens PSS® software suite
- One point of contact
- Comprehensive solution for each request
- Normal response time within 24 hours
- Auto-response
 - Assurance that your message has been received
 - Unique tracking number displayed in subject line ensures your request won't be lost
- Historical e-mail tracking – maintains entire history of requests and responses in a single location

Complete issue/feature request management solution

TestTrack Pro enables our software development teams to keep product development flowing, allowing prompt bug fix patches, as well as several enhancement features for each full product release.

- User issue/feature request tracking
 - Across the PSS® product suite
 - Ensures accurate tracking of all bugs and feature requests
 - Reviewed before each product release
- Workflow management
 - Each issue is followed from entry to closure
 - Minimal turnaround time for bug fixes

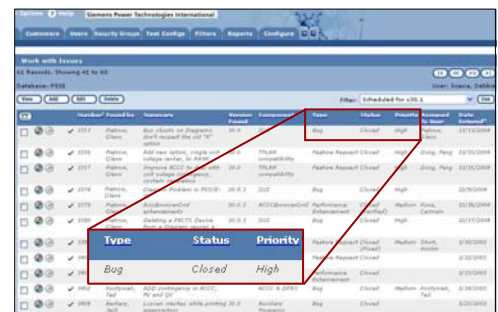
- E-mail notification of reported issues entered into TestTrack Pro
- E-mail notification when issue is closed and the action taken
- Bugs and issues, along with their corresponding issue numbers, are posted to the user support area of our website under “Known Problems”



AnswerTrack® autoresponse



AnswerTrack® historical tracking

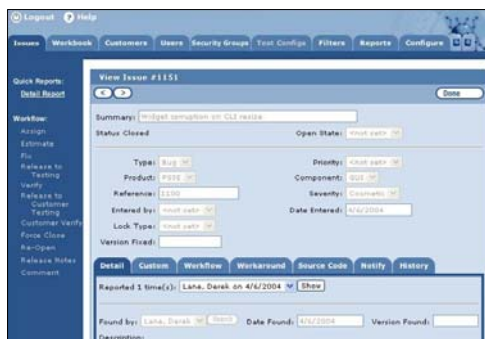


Issue/feature request tracking

Siemens PTI – Software Solutions

Answers for energy.





Workflow process

User Forums

Siemens PTI has established forums to provide open communication among the user communities of PSS[®]E, PSS[®]SINCAL, PSS[®]ODMS, MOD[®] and PSS[®]MUST. These forums provide users of the PSS[®] software suite with an outlet to discuss usage of the software, including its use in performing studies or in managing of network models. Our goal is to encourage sharing of ideas among the software's user base.

Software forums are open to all PSS[®] software users current on maintenance and support. Each participant will need to register with a forum to participate in discussions, and will have his or her own unique identity on the forum. Initially, all user postings will be monitored by Siemens PTI to ensure appropriateness. However, Siemens PTI will neither answer questions nor validate responses posted to the user forum.

User forums are solely for discussion among users; support questions should be submitted via a recognized means of Siemens PTI software support.

Phone

+1 518-395-5075

User Support Web Form

<http://www.pti-us.com/pti/software/support/support.cfm>

E-mail

PSS[®]E: pti-psse-support.ptd@siemens.com

PSS[®]SINCAL: pti-sincal-support.ptd@siemens.com

PSS[®]ODMS: pti-odms-support.ptd@siemens.com

MOD[®]: pti-mod-support.ptd@siemens.com

PSS[®]MUST: pti-must-support.ptd@siemens.com

We hope this medium will further enhance your understanding and use of the PSS[®] product suite. Open discussion on the user forums is intended to further enhance users' understanding and productivity with PSS[®]E, PSS[®]SINCAL, PSS[®]ODMS, MOD[®] and PSS[®]MUST.

Siemens PTI recognizes the unique perspectives and experiences of individuals, and encourages the sharing of ideas to stimulate discussion. The success of the user forums depends on the extent to which they are utilized by the communities of software users.

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