

Support Services

“I feel more confident using the product as I know if I get stuck, help is only a phone call away. Technical support was provided in a professional friendly manner and they are always able to answer my queries.”

Saad Hassanuddin
Auditor
Barclays Bank plc, England

SERVICES	PREMIUM	STANDARD
Toll-Free Hotline Access our toll-free hotline, 24 hours a day, 5 days a week, to get the answers you need, when you need them (North America Only).	✓	
Global Help Desk, 24X5, M-F Contact ACL Support Specialists for fast results and unparalleled technical service when you need it. Your partners in audit analytics, our Global Help Desk professionals can help you save time and achieve your business objectives.	✓	
AuditNet® 12 month Premium Subscription AuditNet has been a valued source for audit resources for over 15 years. Now receive at no extra cost an annual Premium AuditNet subscription for each licensed user. This is a value of up to \$125 US per user. You receive access to over 500 audit work programs, a monthly newsletter, a resource list containing over 1200 online audit resources, and vertically-based user-populated content. Increase your abilities, save time and fill the skills gaps in your team with resources and best practices at your fingertips.	✓	
Support Requests and Status Tracking Committed to responding to you within one business day, our enhanced online Support Request form enables you to provide more details about your challenges and objectives so we can serve you faster and offer better customized solutions. With Status Tracking, you can view, update or reprioritize your active incident requests.	✓	
Online Learning Access on-demand learning modules 24X7, at your convenience. Review self-paced lessons and flash demonstrations and learn new ways to apply ACL.	✓	
Multilingual Support Take advantage of our extended hours for multilingual support services – get your answers faster in English, French, German, or Spanish.	✓	✓
Global Help Desk, 9-5, M-F Get answers from front-line customer Support Specialists, during your local business hours – resolve your technical issues.	✓	✓
Software Releases Protect the value of your investment – with immediate access to product upgrades, new releases, localized editions, and up-to-date documentation.	✓	✓
Knowledge Base A must-use reference tool containing hundreds of tips and best practices to help you successfully access data, combine commands, create scripts, and achieve better results. Discover new techniques for finding duplicates and testing for gaps. Search the entire Support Center to find answers to your most commonly asked questions.	✓	✓
User Forum Share best practices, discuss strategies, swap techniques, and exchange experiences with ACL users around the globe.	✓	✓
Information Updates Immediate access to up-to-date product manuals and bulletins empower you to deploy the new functionalities and innovations of the latest software releases.	✓	✓



■ acl.com
info@acl.com

Copyright 2009 ACL Services Ltd. ACL and the ACL logo are trademarks or registered trademarks of ACL Services Ltd. All other trademarks are the property of their respective owners.

© 2010 ACL Services Ltd. DS/AX/111610

To ensure uninterrupted access to all ACL Support Services, customers must renew Support annually. Acquiring support after the current Support contract expires will incur a Reinstatement Penalty Fee. ACL Services Ltd. and its representatives only support the most current major version (i.e. 9.x) and the immediately prior major version (i.e. 8.x) of each product. This policy applies to all language versions of ACL software products. ACL Support Terms require that all software licenses in an organization be supported under the same support service package.