

# 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

## 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 CSAT, the percentage of customers who are “satisfied” with their support experience, which is a rating of 4 or 5 on a scale of 5. This is based on a survey that customers are sent after each case is closed. Our team stays consistently above 95% satisfaction every month.

## 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.

## About Progress

Dedicated to propelling business forward in a technology-driven world, [Progress](#) (Nasdaq: PRGS) helps businesses drive faster cycles of innovation, fuel momentum and accelerate their path to success. As the trusted provider of the best products to develop, deploy and manage high-impact applications, Progress enables customers to develop the applications and experiences they need, deploy where and how they want and manage it all safely and securely. Hundreds of thousands of enterprises, including 1,700 software companies and 3.5 million developers, depend on Progress to achieve their goals—with confidence. Learn more at [www.progress.com](http://www.progress.com).



For Progress Support Guide, please visit:  
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