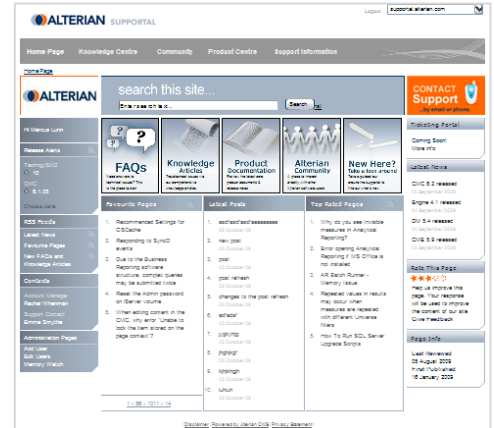


Alterian Supportal

Convenience is king and self service is often the preferred channel for help. Alterian recognizes the need to provide access to real time and dynamic information and has addressed this with our new support site, Supportal.

Supportal is easy to use and connects you directly with a community of Alterian experts enabling you to resolve issues quickly. You can sign up for product updates as well as being kept proactively informed of new major releases. Whilst we continue to offer direct assistance through our Core Product Service Desk, Supportal offers you a wider choice of tools and resources which are accessible around the clock.

Supportal is available 24 hours a day, 365 days a year, so sign up now at <http://supportal.alterian.com>.



The Benefits of Supportal

Supportal Features	Benefit
A comprehensive knowledge base including FAQs, Knowledge Articles, and Core Product Documentation	<ul style="list-style-type: none"> Learn about new techniques and methods to address issues before they arise FAQs to answer commonly asked issues Knowledge Articles to describe known issues and increase your familiarity with licensed products
Download the latest releases	<ul style="list-style-type: none"> Protect your investment in Alterian software Enhance productivity with the latest improvements Load crucial patches quickly
Reference Core Product Documentation & Release Notes	<ul style="list-style-type: none"> Decrease resolution time with accurate search results Easily accessible resources from a single point or product page
Complete, robust, comprehensive searches	<ul style="list-style-type: none"> Review the latest core product documentation, release notes, product details
Participate in Alterian's community of users	<ul style="list-style-type: none"> Interact directly with other users to exchange information about methodologies and product use
Subscribe to alerts	<ul style="list-style-type: none"> Receive automatic technical updates Get notified of latest releases See when new content has been added to the site

Supportal gives you the ability to:

- Create a personalized view which is relevant to your requirements and Supportal usage
- Access timely, specific information on the products you have, not be bogged down by irrelevant material
- Quickly troubleshoot technical issues using powerful Google-powered search facilities
- Download the latest releases from a secure server
- Sign up for product alerts and receive information specific to your needs
- Easily search documentation and share knowledge in the forums and knowledge bases

And coming soon...the ability to log, track and update service requests