

## Single-Sourcing Solutions Advisory Line Subscription Service Guide

Let's face it; there are times when all you need is some quick assistance to help you solve a challenge.

Arbortext customers can always reach out to the user community (we encourage active participation in all the Arbortext-related user groups), but we have found that there are times when they may not have the time to wait for an answer that may never come at all. At times like these, our customers are glad to have someone they can depend on to help them through a tough spot.

Our customers fall into a wide-range of skills and stages in implementation:

- New to Arbortext
- Trying to maximize a trial evaluation of the Arbortext software
- Stuck on a particularly challenging issue that they just can't seem to solve
- In need of some minor work to be done in order to get a project out the door
- Many other situations.

The Single-Sourcing Solutions Advisory line is designed to help customers get through a tough spot without having to engage in a long consulting project that may not be the best solution for their needs.

Our team of expert consultants specializes in designing, developing, and delivering solutions for product information delivery. Our team comes from a diverse background in software development and Technical Documentation publishing, editing, and conversion.

We have over a decade's experience with the PTC toolset as well as the practical development and deployment of mission-critical, custom XML development.

## How does it work?

Customers submit a request for assistance to the Single-Sourcing Solutions concierge. The concierge service is designed to help detail the problem and route customers to the most appropriate solution engineer.

Once contacted by the concierge, customers are assigned either to an expert advisor or routed to technical support at PTC. Because our Advisor line is dedicated to solving practical application problems, our focus and expertise is in the "How To..." resolution.

All calls to the concierge are free.


Here's a list of experts available on the Single-Sourcing Solutions Advisory Line:

- Arbortext
- Arbortext IsoDraw
- Arbortext for Aerospace and Defense
- Arbortext Content Manager (aka Windchill)
- CREO Elements/Pro (formerly, Pro/Engineer)
- CREO Elements/View (formerly, ProductView)
- Mathcad
- Antenna House
- XSL, XSL-FO, jQuery, and other XML Processing Technology
- DITA, DocBook, MIL-SPEC, S1000D

The Single-Sourcing Solutions Advisory Line is a pay-as-you-go service. There are no long-term contracts or commitments on your part. Members simply pay month-to-month. If a member cancels a paying plan within 30 days of signing up, they aren't charged a thing. Clients who choose to cancel their account in the future are never charged again, but they are responsible for charges already incurred up until their cancellation. Refunds cannot be issued after your initial 30-day trial and we don't prorate for partial months.

## Single-Sourcing Solutions Advisory Line Subscription Service Member Benefits Summary Table

The following table outlines the benefits of membership to the Advisory Line Subscription service.

	Members	Non-Members
Advisory Line Cost	\$2.00/minute	\$3.00/minute
Response Time for Calls to Advisory Line	Priority	Normal
S3I Video Tips Library	Full Access	Limited Access
Professional Development Seminars	Discounted Member Price	Full Price
Virtual Training Sessions	Discounted Member Price	Full Price
Long Term Rate on Short Term Projects		
Privileged Access to Member Forums		
Exclusive Access to S3I AE Database		
Subscription Cost	\$19.95/month	N/A