

Deltek Customer Care

Optimising Your Deltek Investment

DELTEK CUSTOMER CARE:

- Year-end WebEx training sessions
- Skilled application and technical resources
- Deltek software updates
- Web-based e-support and online knowledgebase
- Customer Care bulletins

As a Deltek customer you rely on our products daily to perform mission-critical functions within your company. Deltek Customer Care offers support and maintenance to keep your business up-and-running, and to help protect and extend the life of your Deltek investment.

Deltek Customer Care is what you would expect from an organisation with a long history of success and an excellent reputation: qualified, responsive and reliable support with a commitment to providing you with timely, high-quality service. Our commitment to superior service also ensures that you receive a wide range of first-rate tools for ongoing support – giving you immediate access to critical information, when and how you need it.

Deltek's experienced, well-trained support analysts are available worldwide from 7:00 a.m. to 10:00 p.m. to answer questions about the application and technical operation of your Deltek software. You will also receive valuable information and technology enhancements, including:

- Software updates to ensure that your mission-critical applications are current
- Support for current and preceding versions of your solution (up to one year)
- Instant 24x7, anytime, anywhere access to our searchable, support KnowledgeBase
- Unlimited access to Customer Care Connect – our online customer portal, providing documentation, tools, tips and tricks, as well as direct access to Deltek Customer Care support analysts

- Membership in our Deltek Connect Customer Forum to take advantage of the extensive experience of Deltek's 12,000+ customers worldwide and share your own experiences online
- FREE year-end WebEx training sessions to provide you with the latest "how to" product information
- Periodic e-Bulletins to keep you up to date on the latest Deltek upgrades and new releases!

Deltek's comprehensive support and maintenance plan helps you maximise the full capabilities of your Deltek application(s) while decreasing your overall total cost of ownership. Deltek's Customer Care plan enables you to quickly reach Deltek's experienced support staff with just the press of a button, whether by telephone, e-mail or instant message. Deltek Customer Care truly maximises your investment, while ensuring that help is there when you need it.

DELTEK CUSTOMER CARE ADVANTAGES:

YEAR-END WEBEX TRAINING SESSIONS

Offered FREE to Deltek customers with an active maintenance agreement, these live sessions provide you with the latest product information, "how to" tips and tricks, while offering you the opportunity to speak with an experienced Deltek Support Analyst.

If you're unable to attend one of the live sessions, customers on active maintenance can access a recorded session, following the event.

Contact Deltek

www.deltek.com
info@deltek.com

Deltek (NASDAQ: PROJ) is the leading provider of enterprise software solutions designed specifically for project-focused businesses. For more than two decades, our software applications have enabled organizations to automate mission-critical business processes around the engagement, execution and delivery of projects. More than 12,000 customers worldwide rely on Deltek to measure business results, optimize performance, streamline operations and win new business.

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SKILLED APPLICATION AND TECHNICAL RESOURCES

We are fully committed to providing best-in-class services and solutions to all Deltek customers. Our support team consists of expert Deltek application and technical advisors that are extensively trained in ensuring your operation's success by immediately resolving critical issues or simply by answering your day-to-day questions.

Deltek Customer Care conveniently offers their services via telephone, e-mail or the web to support your use of Deltek applications.

*In certain instances, we may also provide support via WebEx to facilitate remote diagnostics. (To take advantage of the remote access, the user is required to have internet access.) Providing you with multiple access points and options means maximum availability and minimal downtime.

DELTEK SOFTWARE UPDATES

Staying current with your Deltek application increases the value of your investment while boosting end-user productivity. Available to Deltek customer's on an active support and maintenance plan, software updates help you avoid unanticipated upgrade costs and ensure that your mission-critical Deltek applications remain up-to-date.

At Deltek we heavily invest in product development to make certain that our products are aligned with changing market demands, comply with government regulations and remain compatible with third-party technology advances, so you receive vital information that keeps your business running effectively and efficiently. Downloaded directly to your desktop, these periodic electronic updates ensure a smooth upgrade. Software updates provide Deltek customers on active support with the following key benefits:

Technology Advancements—Deltek products continually evolve as advancements are made in technology. Software updates allow you to benefit from these improvements and allow your business to operate at peak performance.

Product Enhancements—Together with critical software fixes and corrections, the latest product developments allow you to fully leverage the capabilities of your Deltek application(s).

Compliance and Regulatory Updates—Our product updates include crucial information needed to run your business, and ensure you remain compliant with government regulations and payroll tax tables.

WEB-BASED CUSTOMER CARE AND ONLINE, SEARCHABLE KNOWLEDGEBASE

Your support agreement entitles you to exclusive and secure access to Deltek's Customer Care Connect site, <https://deltek.custhelp.com>. This password-protected site provides you with:

- Valuable documentation to fully leverage the capabilities of your Deltek solutions
- 24x7 anytime, anywhere access to Deltek's searchable support KnowledgeBase to quickly resolve your time-sensitive issues
- The ability to initiate or update a support case
- Software updates, periodic product news flashes and technical whitepapers to stay current with your Deltek application and learn about common "tips and tricks"
- Access to Deltek Connect Customer Forum to network with Deltek users and learn more about common "best practices"

The information on the site is continuously updated to allow you to turn to the web as a primary source of 24/7 real-time support.

CUSTOMER CARE CONNECT BULLETINS

Deltek publishes periodic support bulletins to keep you up-to-date on the latest news and information and to provide tips and tricks for using your Deltek application. Customer Care also publishes regular e-mail updates to ensure that you are current on the latest support news.