TL Consulting

Our consulting department trains and advises you on the installation and configuration of TOLERANT products as well as on the optimal integration into your system landscape.

We are here for you. Ask us. We will be happy to advise you. Get in touch with us.

If you have any questions about TOLERANT products, our service department will be happy to help you. We have divided our after-sales support into three areas: the support department, the consulting department and the development department.

1. Support

The first point of contact for all customer enquiries is our first-level support staff. They answer questions about the operation of our data quality products and provide technical assistance and support in case of problems. Many application problems (such as questions about the product version, product compatibility or licence keys and reference data) can be fully dealt with by first-level support. First-level support also checks whether the error has been fully described. If this is not the case, the support staff will supplement the customer's error description if necessary or help the customer with the wording. Missing information, such as files, logs and requests for the query, are requested from the customer if necessary. The support services are covered by the annual maintenance fees, so there are no additional fees for support. TOLERANT Software GmbH & Co. KG provides a hotline service during the agreed service hours (Monday to Friday from 9 a.m. to 5 p.m. (Central European time), except on public holidays in Baden-Württemberg). In this context, TOLERANT

Software supports and advises the Customer in the event of any application problems arising in connection with the software by responding by telephone or e-mail. The area of application for the support service is Germany, unless otherwise agreed. The support applies to questions that essentially concern the functioning of the licensed products, which can also be viewed in our manual. Examples are bugs, malfunctions, as well as general questions about the installation and our reference data. Support is not a substitute for training. Individual configurations, installations or integration with other systems as well as detailed, technical questions can be ordered separately at cost via consulting services (see below).

2. Consulting

More complex customer enquiries that cannot be fully answered by first-level support are forwarded to the consulting department of TOLERANT Software. Based on the documentation prepared by the first-level support, the consulting employee gets a quick overview of the customer enquiry. This means that they can quickly deal with the customer enquiry and respond to it without lengthy training.
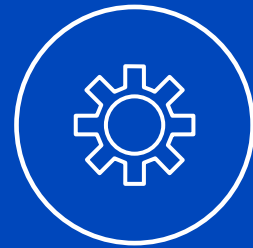
TOLERANT After-Sales Support

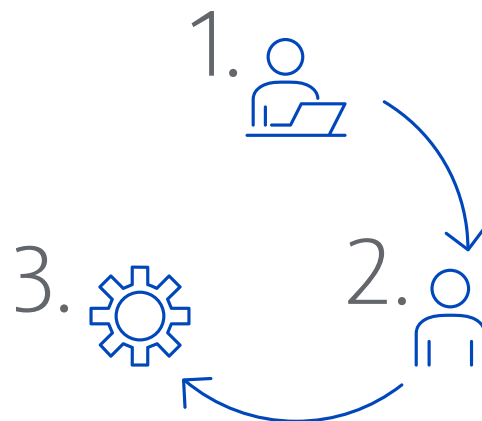## 1. Support   2. Consulting   3. Development

Our consulting department offers the following training and consulting services:

> Design of the DQ architecture in which TOLERANT software products are used

> Configuration of the TOLERANT software products

> Design and implementation of customised extensions to the TOLERANT software products

> Design and implementation of custom interfaces to the TOLERANT software products

> Training for administrators, software developers and users of the TOLERANT software products

3. Development

Even more specific application problems – including product compatibility with a company's own CRM or ERP programmes – are solved by the development department of TOLERANT Software. In close consultation with the customer or with the user in his specialist department, our development department works out solutions that are precisely tailored to the specific application. Third-level support is used in particular for major customers who process several million data records per year.

All three areas of our service departments can be reached during our service hours Monday to Friday from 9 a.m. to 5 p.m. (Central European time, except public holidays in Baden-Württemberg) at +49 711 490 448 70 and at support@tolerant-software.de.

We at TOLERANT Software
will take care of your concerns.

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