



THE PPI GROUP
www.thePPIgroup.com

CONTACT US FOR MORE INFORMATION:

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PPI
GROUP

THE PPI GROUP'S CUSTOMER SUPPORT PROGRAM

GET ANSWERS. GET BACK TO WORK. BE PRODUCTIVE.

OUR CUSTOMER SUPPORT PROGRAM OFFERS YOU THE ASSISTANCE YOU NEED FROM A HIGHLY-TRAINED APPLICATION SPECIALIST WITH A GUARANTEED RESPONSE TIME. SOFTWARE CUSTOMERS ON OUR SUPPORT PROGRAM RECEIVE THE UTMOST RESPONSIVENESS AS WELL AS PROFESSIONAL AND COURTEOUS TECHNICAL ASSISTANCE THROUGH A DEDICATED SUPPORT TELEPHONE NUMBER, WEB FORM OR EMAIL ADDRESS.

HOW THE PPI GROUP IS DIFFERENT:

The PPI Group is locally owned and operated and has been for over 85 years, since 1927.

Our technical support staff come with experience and history in the A/E/C industries that you work in.

You get a live, courteous and professional PPI employee on the phone when you call. No getting lost in voice mail or extension black hole.

Our technical support staff are local and responsive.

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"With this fast-paced and competitive industry, The PPI Group realizes our customers need to get answers to their technical issues quickly so they can get back to the assignment at hand."

Kevin Closson
Software Applications Manager





TECHNICAL SUPPORT PROGRAM BENEFITS

- Up to, but not limited to, 25 support cases per year *
- Guaranteed call or email response within 2 hours
- Access to dedicated support telephone number to log support case
- Access to e-mail based submission of support case
- Two customer contacts per discipline* per physical location may log a case
- **Remote desktop support** – allows our application specialist to dial directly in to your PC to provide real-time hands-on support.

** Technical support program is not to be confused with professional training or consulting. Customer may be referred to training or consulting services at PPI's discretion.*

STANDARD PER INCIDENT SUPPORT

Per incident based support is also available to provide access to an application specialist who can resolve your immediate issue, on a per-case basis. Technical Support package clients take precedence over **PER INCIDENT** customers in cue. Method of payment must be determined prior to beginning case and payment in full is due upon completion of the case. You have the option of upgrading to our Technical Support Program at the time of the incident without incurring the per incident fee.

*DISCIPLINES

Your program allows for two customer contacts per discipline per physical location to log a case

Architecture
Civil Infrastructure
Construction
MEP Engineering
Structural Engineering
Utilities & Telecom/Geospatial
Platform (AutoCAD, etc.)
Process and Power Plants

