

Concordance[®]

Customer Support



Committed to helping our customers succeed

Our goal is to provide superior technical support, product training and development to ensure users achieve the most value from their technology investment.

Technical Support

Our technical support team consists of Tier 1 and Tier 2 certified experts who provide technical assistance to current maintenance customers, distributors and partners. Concordance® technical support is only available to customers with product maintenance.

We are eager to help users address and troubleshoot specific technical issues related to using the Concordance product line, including:

- Program errors
- Unusual product issues
- Software upgrades
- Program “hot fixes”

When contacting our technical support representatives, please be prepared to provide the following information:

- Detailed problem description
- Software version(s) for all Concordance products
- Error messages and codes and/or error log
- Operating system (network & client workstation)
- Type of processor(s) and amount of RAM for desktops and servers
- Web browser version for FYI Reviewer™

Our technical support hours are Monday – Friday 9 A.M. to 9 P.M. ET, and weekends 12 P.M. to 6 P.M. ET. Current Software Support and maintenance customers, distributors, and partners can call our technical support team toll-free at 866-495-2397 or email concordancesupport@lexisnexis.com.

Support Center Web Site

LexisNexis® offers a wide variety of online support services and documentation for the Concordance products. You can access our support center Web site at <http://law.lexisnexis.com/concordance/customer-support>

Some of the information and resources available on this site include the following:

- Product documentation
- Link to software updates and downloads
- Self-help guides and additional educational resources

Support Policies

Customer satisfaction is the number-one priority at LexisNexis. In order to accomplish this, we feel it is important to communicate the extent of the support we provide to our customers.

There may be times when problems reported to technical support fall outside the scope of our standard support. These areas would include, but are not limited to:

- Support of untrained personnel
- Database design and configuration
- Performing data conversions
- Writing or supporting custom CPL scripts (only CPL scripts that are distributed with the current software release can be supported by the technical support team)
- Supporting software provided by other vendors (outside designed integration)

Additionally, Concordance is an open system that facilitates integration with other leading litigation support applications. Several third-party companies develop and support integrated solutions and add-ons for Concordance. Our technical support team is always ready to help answer questions regarding the Concordance products, but we do not support custom integration work and/or custom programming.

Should you encounter the need for support in any of these areas, our professional services team may be available to assist you, or we will partner with a local consultant to assist you, for an additional fee. Contact: concordancetraining@lexisnexis.com to set up a free, half-hour initial consultation to determine how we can help you.

Obsolescence Policy

Technical support for Concordance products includes the current release and, in most cases, two prior major releases of a product. For example, when Concordance 2007 was released on June 5, 2007, Concordance 7 became obsolete. If clients are using Concordance 7 and have decided not to upgrade, they will no longer receive technical support for that version, even if they have current product maintenance. To receive technical support in this case, customers would need to upgrade their license to the latest release. If customers renew their product maintenance or software support prior to expiration, their plan will be transferred to the new product and remain valid until the plan expires. For a list of obsolete products, contact technical support at:

concordancesupport@lexisnexis.com

Please note, only current and future product releases receive “hot fixes.” Prior releases are not supported by development.

Product Releases and Software Support

The Concordance development team is continually updating and expanding product features to provide you with the most powerful, flexible and user-friendly discovery management applications in the industry. In most cases, software support customers will receive one major product release a year, as well as some minor incremental releases throughout the year. These releases are all delivered without additional cost to software support customers.

Software support customers receive:

- Technical support
- Full-version upgrades emailed or shipped immediately upon release
- Intermediate software updates and hot fixes
- Valuable software support only perks, product info and tips

In an effort to standardize the quality of customer service and support for new customers, software support is required with new product purchases. Customers without software support have the opportunity to renew their software support in two- or three-year increments. For more information on upgrading licenses, contact:

concordancesales@lexisnexis.com or call 800-421-TEXT.

Concordance Training

In-depth product training is the best way to ensure a successful rollout of any software. And knowing the importance that Concordance plays in your organization’s productivity, we’re dedicated to providing you with the highest quality training options to maximize your investment. Whether you want a quick introduction to the software for one user or need to schedule on-site training for a department, we have many choices to fit your needs.

We encourage you to review our regional class schedule, consider on-site training or contact a certified trainer for additional training options. You will find up-to-date agendas, registration forms and schedules at:

<http://law.lexisnexis.com/concordance/training>

When you don’t have the time to leave your desk, we also have some great, self-paced educational tools available—from free Webinars to self-help guides.

Our free Webinars are tailored for attorneys, paralegals, document reviewers, litigation support professionals and anyone who is new to the software. Although not intended to replace instructor-led training, these 15-minute training modules will help you get moving in the right direction.

For a full list of Webinars visit:

<http://law.lexisnexis.com/concordance/free-training>

The Concordance *Getting Started Guide* will help you master the software at your own pace. This easy-to-follow guide walks you through the basics of using our award-winning software. You can download it from:

<http://law.lexisnexis.com/concordance/getting-started-guide>

Deliver Greater Control, Confidence and Choices

The suite of Discovery Services products from LexisNexis brings together all the elements you need to succeed in litigation. Our aim is to enable you to feel confident about every stage of the discovery process. And with so much riding on the outcome of a case, it is vital to have a company that understands your discovery needs today and tomorrow. LexisNexis is that company. We have both the legal and technological savvy to help you solve the many unplanned twists and turns of litigation.

In addition to the award-winning Concordance software, LexisNexis offers a broad portfolio of discovery choices—Concordance® Image and Concordance® FYI™, Hosted FYI and LAW PreDiscovery™—empowering law firms, corporations and government agencies to litigate successfully in the face of overwhelming data volumes and rapidly changing technology.

To find out more, go to www.lexisnexis.com/concordance or contact a discovery specialist today at 800.421.TEXT or concordancesales@lexisnexis.com.

