



## AspenTech Customer Support

*Leverage our expert,  
highly responsive team to  
maximize the value of your  
technology investment*



# Reliable, Responsive Customer Support

Your company has purchased best-in-class AspenTech® software technology tools—components of an integrated aspenONE® solution that is optimizing business for more than 1,200 of the world's leading process companies. To help you realize the full potential of your solution, we invite you to take advantage of the services offered by AspenTech's award-winning technical support team. Providing responsive, expert support worldwide, we can help you quickly resolve problems and ensure the highest level of performance to meet your business needs.

## ||||||| Why AspenTech Customer Support

- Achieve full utilization of your solutions by receiving the support needed to build user confidence
- Resolve minor technology problems quickly, before they can cause serious disruptions, interruptions, frustration, or delays in work processes
- Provide your users with easy access to expert assistance, where and when they need it

By leveraging AspenTech Customer Support, AspenTech Customer Education, and other services available through the comprehensive aspenONE solution, you can ensure the success of your solutions and a rapid return on your technology investment.

## ||||||| World-Class Service Tailored to Your Business

AspenTech Customer Support is devoted to driving your profitability. Our global organization of support professionals provides in-depth expertise and efficient service in many time zones and local languages. We work closely with you to maximize business processes including advanced process control, production management, plant optimization, logistics optimization and management, strategic planning, collaborative engineering, and production scheduling. The underlying goal is to help you minimize risk and build sustainable value.

## ||||||| Award-Winning Performance

Expect to receive exemplary service from top-notch support professionals. Our organization is SCP certified and has been recognized by the **Service & Support Professionals Association (SSPA)** with numerous awards.



AspenTech is Service Capability & Performance (SCP) certified since 2002.



AspenTech earned *The 2007 SSPA STAR Best Online Support Award*.



In April 2004, AspenTech received the second consecutive *WebStar Service Award* for outstanding web-based customer support.



AspenTech earned the *STAR Award for excellence in Complex Support Applications* in 1997, 2001, 2002, 2003, and 2004.



AspenTech has received the *Hall of Fame Lifetime Achievement Award for Service Excellence*.

## ||||||| Access to Industry Experts

We have more than 100 experienced support consultants with strong backgrounds in chemical engineering, systems administration, supply chain management, and software development. Drawing from advanced skills—as well as vast industry expertise and field experience—our consultants provide solutions that address your unique requirements. We also collaborate with AspenTech’s development and professional services teams to further enhance your solutions.

## ||||||| Support When You Need it Most

AspenTech Customer Support provides timely, efficient access to our global team of experts and resources via telephone, email, and our support website. We provide a toll-free number in North America, Latin America, and most areas within Europe. Please visit <http://support.aspentech.com/contacts> for complete contact information.

## Key Features and Benefits

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### Easy Access to Information

Our web support service provides anytime, anywhere access to quickly find information, report a problem, or contact a support consultant

- Locate product documentation, technical tips, application examples, solution documents, and service packs
- Access the latest product upgrades and support materials
- Submit license key and support requests, and then track your requests
- Generate support activity reports and review performance metrics for all incidents submitted

### Automated Alerts and Notifications

AspenTech’s e-bulletins proactively alert you to important technical support information so you always stay informed

- Access user group information and discussion forums
- Receive technical advisories, product updates, and service pack announcements
- Know when the knowledge base has been updated with information relevant to your solution

### Customer-Focused Improvements

Through customers’ feedback—via periodic surveys and interviews—we continue to drive improvement in ourselves and in our services, processes, and products

- Leverage expanded online support capabilities
- Experience industry-leading telephone response
- Take advantage of new new programs to ensure solution quality and resolution timeliness

### Escalation Management

We’ve built a systematic escalation procedure to make sure your issue is given proper attention by the right professional. If not, we want to hear from you.

- Ensure your problem is being handled by the most qualified consultant
- Contact a senior member of our team if you’re not receiving the timely, expert service you expect

## North America Support Centers

Aspen Technology, Inc.  
200 Wheeler Road  
Burlington, MA 01803  
Phone: +1-781-221-6400

Aspen Technology, Inc.  
2500 City West Blvd.  
Suite 1500  
Houston, Texas 77042  
Phone: +1-281-584-1000

### Customer Support Hotline:

Toll-free from U.S., Canada, Mexico  
+1-888-996-7100

From outside U.S., Canada, Mexico  
+1-781-221-5500

Mexico Support Center  
+52-55-5536-2809

## South America Support Centers

### Customer Support Hotline:

Argentina Support Center  
+54-11-4590-2254

Brazil Support Center  
+55-11-3443-6256

Toll-free to U.S. from Argentina  
+0800-333-0125

Toll-free to U.S. from Brazil  
+0800-891-0291

Toll-free to U.S. from Venezuela  
+0800-100-2410

## EMEA Support Centers

### United Kingdom

AspenTech Ltd.  
C1  
Reading International Business Park  
Basingstoke Road  
Reading  
RG2 6DT  
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### Customer Support Hotline:

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### Belgium

AspenTech Europe SA/NV  
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Culliganlaan 1b  
B-1831 Diegem  
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### Spain

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### Bahrain

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Bahrain Financial Harbour  
West Tower, Building 1459  
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Area 6, P.O. Box 20705  
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## Asia-Pacific Support Centers

### Singapore

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+1-800-120-5022

### Japan

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Kojimachi Crystal City 10F  
4-8 Kojimachi, Chiyoda-ku  
Tokyo 102-0083 Japan  
Phone : +81 (0) 3-3262-1710

### India

Reliance: 000-800001-6020  
Bharti: 000-800001-6020

### Customer Support Hotline:

Australia  
+1-800-203224

China (China Net Comm)  
+10-800-712-2160

China (All Other)  
+10-800-120-2160

Hong Kong  
+1-800-933-915

India (Reliance and Bharti)  
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+1-800-814135

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## Worldwide Headquarters

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## Contact Us

To access AspenTech's knowledge base, download support information, submit web support requests, or access a complete list of our global support centers, please visit the AspenTech Customer Support website at <http://support.aspentech.com>

For information about customer training and the AspenTech Customer Education program, visit <http://support.aspentech.com/training>

## About AspenTech

AspenTech is a leading supplier of software that optimizes process manufacturing—including oil and gas, petroleum, chemicals, pharmaceuticals and other industries that manufacture and produce products from a chemical process. With integrated aspenONE solutions, process manufacturers can implement best practices for optimizing their engineering, manufacturing and supply chain operations. As a result, AspenTech customers are better able to increase capacity, improve margins, reduce costs and become more energy efficient. To see how the world's leading process manufacturers rely on AspenTech to achieve their operational excellence goals, visit [www.aspentech.com](http://www.aspentech.com).