



[www.brainstorm3d.com](http://www.brainstorm3d.com)  
✉ [contact@brainstorm.es](mailto:contact@brainstorm.es)  
🐦 [@brainstorm3d](https://twitter.com/brainstorm3d)  
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# SOLUTIONS

CUSTOMER  
SUPPORT

# CUSTOMER SUPPORT

AT BRAINSTORM WE ARE EXTREMELY PROUD OF THE QUALITY DELIVERED FROM OUR CUSTOMER SUPPORT, THAT HAS ALWAYS MARKED THE DIFFERENCE.

At Brainstorm we are extremely proud of our ability to interact with our customers and user base, allowing direct contact between them and our Research and Development Team to provide the state-of-the-art Customer Support that has always been a difference between Brainstorm and our competitors.

Brainstorm always encourages its customers to contract support and resellers to promote it, as broadcast is a demanding environment that requires immediate attention to pending issues. Having a valid support contract allows the products to be fully updated and will guarantee faster support and attention to any issue the customer might have.

Customers can ask directly for support or resellers could ask on behalf of their customers. If this is the case, Brainstorm will require the reseller to identify the customer and verify its support status. The most immediate way to ask for support is via **phone** or **e-mail**, writing to [support@brainstorm3d.com](mailto:support@brainstorm3d.com). At the reception of the mail, Brainstorm assigns an expert that will follow the issue until it is solved. This expert could be a member

of the development staff and will contact the customer with the solution required or the necessary steps to solve it.

Brainstorm also maintains a policy of accumulative knowledge with the creation of a **Support Forum**, where all the support questions are stored and can be checked for quicker assistance. Brainstorm support, resellers and customers with a service contract have access to the Forum to search for support issues, and could interact with Brainstorm personnel and other customers. The Support Forum is also an internal tool for Brainstorm staff that spreads the knowledge about the products' features, how customers use them, and the issues they have found in normal operation. This knowledge is of paramount importance to maintain Brainstorm products at the very best in technology while they closely match the market's needs.

For specific software bugs there is a specific tool available called the **Issue Tracker**, also accessible from the Support section of Brainstorm's website. Documented software bugs can be reported and followed here. Brainstorm customers also have an **FTP account**





accessible to download the latest software versions, installers, software manuals and many other tools.

To summarize, Brainstorm provides customers with a variety of alternatives to access support: via phone, email or web applications.

### SUPPORT VIA PHONE

Brainstorm offers phone support from its Headquarters Monday to Friday during working hours (9:00 to 18:00 Central European Time). Any support call will be transferred to a support engineer or skilled operator for the issue to be solved. However, Brainstorm encourages customers to use this alternative only in case of an emergency, to ensure support quality.

### SUPPORT VIA EMAIL

The most efficient way to ask for support is sending an email to [support@brainstorm3d.com](mailto:support@brainstorm3d.com). Any mail received opens up a support ticket with a unique ID number, which will be used throughout the rest of the support process to identify the original issue.

When the customer sends an email to support, in less than 72 hours the

customer will be contacted directly by one of our staff members with the solution to the issue or detailing the next steps in order to solve it. Local resellers might also have better response time, and Brainstorm is open to agree personalised support access levels.

If the issue has been previously reported and in case there is a

### USEFUL LINKS

#### Mail

[support@brainstorm3d.com](mailto:support@brainstorm3d.com)

#### User Forum

<http://www.brainstorm3d.com/forum>

#### Issue Tracker:

<http://www.brainstorm3d.com/issuetracker>

#### Web Support System

<http://www.brainstorm3d.com/helpdesk>

#### User FTP

<http://ftp.brainstorm3d.com>

BRAINSTORM EXPERTS  
ARE ALSO COMMITTED  
TO SPREAD THIS  
KNOWLEDGE TO  
FURTHER IMPROVE  
OUR PRODUCTS.

solution for it in the User Forum or other documentation, the customer will be informed and the issue closed. In the event of the issue resulting from a software bug, it will be transferred to the Issue Tracker to enter in the R&D process, as we will see.

### SUPPORT VIA WEB APPS

In 2012 Brainstorm improved its Customer Web Support Process with the incorporation of a web-based ticket system to the current email support, accessible at <http://www.brainstorm3d.com/helpdesk>.

The process is totally transparent for existing users, but it is designed to help us improving our Support quality with an enhanced internal process. Therefore customers, users and resellers will still be able to ask for support via email ([support@brainstorm3d.com](mailto:support@brainstorm3d.com)), and will still have direct contact with our developers and support personnel, but at the same time, they have several web tools to access support.

These are the previously mentioned User Forum and Issue Tracker. As mentioned, Brainstorm support staff, resellers and customers with a

service contract have access to the Forum to search for support issues, and can interact with Brainstorm personnel and other customers.

On the other hand, the Issue Tracker allows customers to directly report any issue, bug or software malfunction, which will be monitored by Brainstorm's QA staff ensuring a personalized response to any reported issue.

In the event that customers have reported an issue via mail and need further help, they can:

- Continue using the email support replying with the same subject and using the same email sender address of the first email (this is necessary for us to keep track of the issue identifying the user).
- Use the Web Ticketing System, accessible through the URL included in the email and reply from there. Registering in the ticket system will be optional, and customers will always be able to log in just using their email and the ticket's ID.

This process was implemented to add flexibility and optimize the knowledge of the customer's needs.

