


# Supporting Your Business Matters

InterSystems Worldwide Response Center (WRC)





***“InterSystems is here for the benefit of our clients.  
We strive for excellence in everything we do.  
And we strive to be a company that our partners  
can trust with their long-term future and success.”***

TERRY RAGON  
CEO & FOUNDER

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## InterSystems Worldwide Response Center (WRC)

Nothing matters more to us than your success. And an important part of our commitment to your success is our worldwide, world-class customer support organization: the WRC.

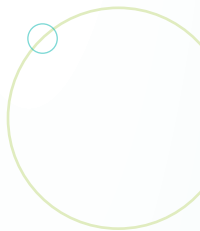
Our approach is simple:

- We put highly trained, smart, and capable people on the phone right away. We don't force our clients through an endless phone tree to get the help they need.
- We gain an understanding of your overall goal, not just the problem at hand. We are here to enable your success.
- We let you tell us when the issue is resolved — not the other way around. Anything short of a “Wow!” from you, our customer, means that there's room for improvement.
- We do not ration support, and we empower our support organization to call upon resources anywhere in the company — including our product development teams — to solve problems.

This is our pledge to you, 24 hours a day, 7 days a week: an unwavering commitment to enabling your success.



**EVERY MONDAY MORNING, OUR CEO CONVENES HIS SENIOR STAFF. THE FIRST ITEM OF BUSINESS IS NOT THE COMPANY'S FINANCES OR OPERATIONS — IT IS SERVICE, THE KEY DIFFERENTIATOR FOR INTERSYSTEMS.**



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## The Rules We Live By

**You set the priority of your issue.**

**CRISIS:**      **24-hour attention and corporate priority**  
Immediate notification to all appropriate senior managers

**HIGH:**        **Same-day resolution required**  
Immediate automated notification to senior management

**MEDIUM:**    **Same-week resolution required**  
Immediate automated notification to WRC management

- We respond quickly. Telephone calls (if not answered immediately) and all electronic correspondences will receive a reply within 30 minutes.
- We put our best people on the front line. You will have one expert point of contact who will gather all the resources needed to ensure your issue is solved to your satisfaction.
- Our staff is empowered to spend as much time as necessary working on your problem.

**You determine when an issue is closed.**

We follow up to ensure your satisfaction and to identify ways in which we can improve. Our staff is seeking a “WOW!” reaction from every encounter.

## WRC Direct

Clients may log on and track the progress of requests by using WRC Direct, our web-based support service.

WRC Direct lets you:

- Open new requests
- See all investigative actions
- Add information and comments about a request
- See statistical information about your support call history
- Close requests and provide feedback about the support process
- Review adhoc patch files
- Monitor software change requests
- Download current product releases
- Participate in field tests

Access WRC Direct at **wrc.InterSystems.com**

(Customers who use InterSystems TrakCare® should go to [trc.InterSystems.com](http://trc.InterSystems.com))

You will be asked for your username and password, which should have been established when you became an InterSystems customer. If you do not have these credentials, please contact the WRC by phone or email to request them.



**“I HAVE ALWAYS HAD  
A VERY POSITIVE  
EXPERIENCE WITH  
INTERSYSTEMS  
SUPPORT. YOU  
ARE ALL TRUE  
PROFESSIONALS  
WHO DO A GREAT  
JOB SERVING YOUR  
CLIENTS. MUCH  
APPRECIATION AND  
THANKS!”**

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## Global Presence

Headquartered in Cambridge, Massachusetts in the United States, the WRC maintains support advisors in 15 different countries around the world.

We have specialists fluent in English, French, Spanish, Italian, Portuguese, German, Czech, Russian, Korean, Chinese, Japanese, and Dutch.



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## Contact Us

### InterSystems Worldwide Response Center

Tel: **+1.617.621.0700**

**+44 (0) 844.854.2917**

Email: **support@InterSystems.com**

Web: **InterSystems.com/support**

WRC Direct

**wrc.InterSystems.com**

Developer Community

**community.InterSystems.com**

Learning Services

**learning.InterSystems.com**

Use your WRC credentials to log on. Phone or email the WRC if you need assistance or a username/password.

TRC Online (for InterSystems TrakCare customers)

**trc.InterSystems.com**

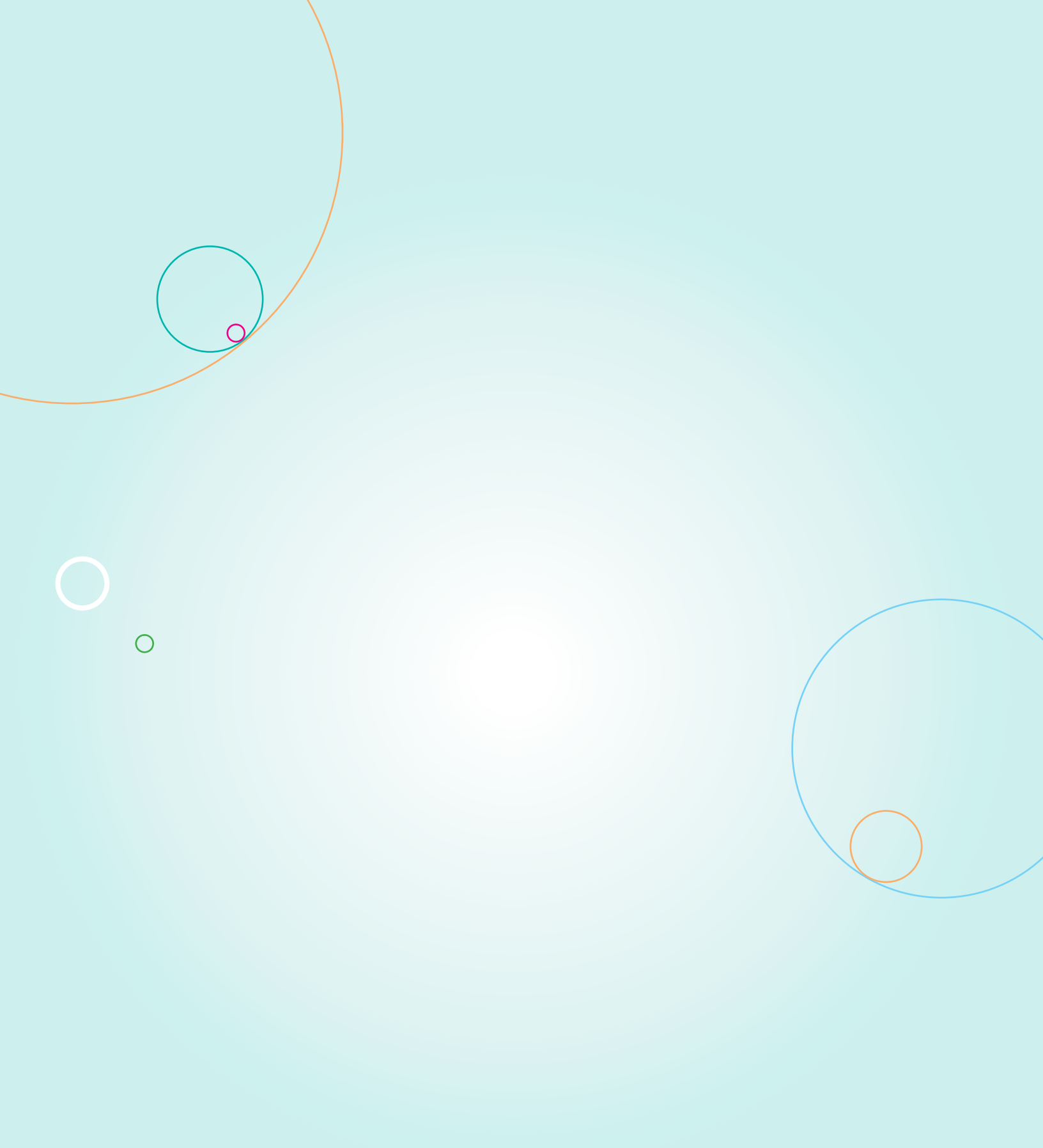
Use your TRC credentials to log on. Phone or email the TRC if you need assistance or a username/password.

Support Alerts

**InterSystems.com/supportalerts**

Sign up to receive notifications concerning support alerts.

“INTERSYSTEMS IS THE BEST VENDOR I HAVE EVER DEALT WITH. YOUR SUPPORT IS UNPARALLELED. ONLY SUGGESTION I HAVE IS TO CONTINUE WHAT YOU DO. YOU ARE THE BEST.”



The power behind what matters.

