

Customer Support Program

Delivering greater end-user productivity

- Enjoy the benefits of our local response centers
- Get free product upgrades and latest version demos
- Access Frontline's Keep in Touch knowledgebase
- Find in-depth information on all our products
- Influence Frontline's development roadmap
- Become part of a community of users

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Frontline's Customer Support Program offers you privileged round-the-clock technical support wherever you are in the world. Whether you're contacting a support professional, visiting our in depth knowledgebase or downloading the latest version of your product, the Customer Support Program is the fastest way to get the answers you need – right when you need them.

Enjoy the benefits of our local response centers



Our global network of response centers means you're only ever a phone call away from a Frontline product expert.

- Contact a response center in your area and receive free access to product experts.
- At the busiest times, Customer Support members receive top priority.
- Phone, fax or email our local support professionals.

Get free product upgrades and latest version demos

Get the latest software versions as soon as they become available and keep the competitive advantage you already have as a Frontline product user.

- Get the latest version via the web, email, CD or directly from your local Frontline rep.
- Learn about new functionality at users' meetings.
- Free dongle substitution in case of corruption.





Access Frontline's Keep in Touch knowledgebase

Enjoy free access to Frontline's Keep in Touch (KIT) knowledgebase – a central facility that enables preemptive problem solving through ongoing dialogue between users and Frontline R&D headquarters.

- Submit a report or make a product enhancement suggestion and our application and support teams will provide a prompt response.
- Upload jobs to the web to enable optimum communication with our experts.
- Search intuitively through unique item ID, plus priority, customer, subject, handler, author and more.



Find in-depth information on all our products

Find up-to-the-minute product information at the Frontline website's Support section, accessible to Customer Support members only.

- Includes technical resources, service bulletins, articles, utilities, product information, Help and PDF documentation and mailing list archives.
- Submit a report; find technical tips and customer feedback.
- Version descriptions and downloads, including Proinstaller software.



Influence Frontline's development roadmap

As a Customer Support member, we listen to your needs and suggestions and incorporate them into our development timeline, starting with the most crucial.

- Be part of the development process and see your input become customized improvements in future versions.
- Your reports are dealt with as top priority.
- Benefit from fixes as soon as they're ready.

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Become part of a community of users

Join our growing community of users to share tips, ask questions and make friends with like-minded professionals.

- Take part in peer-to-peer discussions via users' meetings and online discussion forums.
- Join a product-specific email list and be part of a professional user community online.
- Share knowledge with thousands of other end-users like you.



Genesis2000



GenFlex™



InPlan™



InPlanFlex



InStack™

About Frontline

Frontline PCB Solutions, an Orbotech - Valor Company, is the leading global provider of pre-production CAM and engineering software solutions for the PCB industry. With over two decades of industry experience, Frontline has the largest installed base of field-proven front-end solutions in the world and is committed to delivering top quality, standardized products that automate the entire PCB pre-production process, increasing yield and reducing pre-production costs.

Leading you
UpFront.

www.frontline-pcb.com

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Frontline

PCB SOLUTIONS

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