



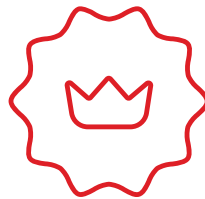
# A WHOLE NEW LEVEL OF SUPPORT

A Ranorex Studio license includes access to our expert support team as well as software maintenance. Need help deciding if Ranorex Studio is the right solution for your test automation goals? Our knowledgeable sales team will assist you through a “proof of concept” evaluation. Ranorex also offers value-add services to maximize the effectiveness of your Ranorex implementation and to ensure long-term success.

## TOP PREMIUM BENEFITS



Direct Phone Line



Priority Support



Technical account manager(TAM) which includes screen sharing.

## SOCIAL PROOF

### RANOREX CUSTOMER STATISTIC

80% of organizations agreed with the following statement:

“Ranorex Premium Support has been a worthwhile investment.”

Source: TechValidate survey of 5 users of Ranorex

Validated Published: Oct. 19, 2021 TVID: EBD-005-A68



### RANOREX CUSTOMER FACT

ABHAY SATHE, an IT Specialist at Hunter Douglas Inc., has agreed with this statement:

“Ranorex Premium Support has been a worthwhile investment.”

Source: ABHAY SATHE, IT Specialist, Hunter Douglas Inc.

Validated Published: Oct. 19, 2021 TVID: 784-504-7AC



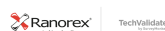
### RANOREX CUSTOMER FACT

An IT Manager at a medium enterprise pharmaceuticals company has agreed with this statement:

“Ranorex Premium Support has been a worthwhile investment.”

Source: IT Manager, Medium Enterprise Pharmaceuticals Company

Validated Published: Oct. 19, 2021 TVID: 8F8-72F-AP6



### RANOREX CUSTOMER FACT

Melissa Gordon, a Chief Operating Officer at Katana Software, Inc., has agreed with this statement:

“Ranorex Premium Support has been a worthwhile investment.”

Source: Melissa Gordon, Chief Operating Officer, Katana Software, Inc.

Validated Published: Oct. 19, 2021 TVID: DC3-7B1-B20



# SUPPORT PACKAGES COMPARISON CHART

SUPPORT SERVICE	STANDARD	PREMIUM
Case reporting and update access via web-based Customer Portal	●	●
Access to our huge knowledge center full of FAQs, How To's, Best Practices and Webcasts	●	●
Access to major product feature updates, minor improvements and bug fixes	●	●
Priority email and phone line support		●
Access to a technical account manager during business hours		●
Request Remote Sessions with Screen Sharing		●
Product Installation and Upgrade support - (remote sessions with product experts)		●
Help with Test Creation and Maintenance - (remote sessions with product experts)		1 per quarter*
Exclusive access to a vast library of expert recommendations and example code derived from many real-world scenarios (COMING SOON)		●
Free licenses to TestRail Enterprise (new TestRail Enterprise accounts only)		Unlimited users for 3-months for each year of paid maintenance
Roadmap and strategy briefings	Invitation to Multi-customer webinars	Individual customized sessions (1 per quarter at user request)
Invitation to Ranorex beta programs		●