



PERFORCE

STANDARD SUPPORT | WEEKEND SUPPORT | CRITICAL CARE

Helix Core Technical Support

Global Technical Support

Case by case – Helix Core Technical Support provides fast, insightful, expert answers. Our legendary support teams have received acclaim for both speed and quality of support.

This is because we believe our customers deserve the same level of support we would want to receive. It is our mission to provide knowledgeable and timely responses from experienced engineers.

FROM DAY ONE – WE'RE HERE FOR YOU

From the moment you decide to evaluate Perforce, we're here for you. Our support engineers average over ten years of technical experience across a variety of functions and roles.

This technical expertise matters. When we discuss an issue, we talk to you as a peer – not as someone reading from support manuals or decision trees.

RESPONSES THAT MEASURE UP

At Perforce, technical support is our profession. We continuously perform at the top levels for the industry. We don't simply measure our performance by the number of issues closed. Rather, we take pride in resolving issues quickly, and with precise answers.

Our goal is for support to respond to any case within 30 minutes. In reality, for queries during business hours, 80% get a response within 15 minutes.



Perforce Technical Support Options

We offer different levels of Helix Core Technical Support to help meet your needs. From Standard Support, you can add on Critical Care or Weekend Upgrade Support. Refer to the comparison chart to choose the best option for your business needs.

Technical Support Feature	Standard	Standard Support Add-ons	
		Weekend Upgrade	Critical Care
New product updates and patches	✓	✓	✓
Notifications for all new releases	✓	✓	✓
Custom alerts when your bugs/features are released	✓	✓	✓
Online support including: <ul style="list-style-type: none"> Product downloads Technical knowledge base articles Active user community Access to Perforce Public Depot Phone and email support during weekday business hours (except holidays)	✓	✓	✓
Weekend support for planned server upgrades	✗	✓	✗
Support for critical issues with guaranteed rapid response times	✗	✗	✓

STANDARD SUPPORT

When you purchase Helix Core — version control from Perforce — we guarantee our courtesy and professionalism for every case, 24 hours a day, five days a week. We will make every effort to connect you immediately to a technical support person, typically within 30 minutes. You also receive international support coverage from our offices in North America, Europe, and Australia. Standard support is included with your annual maintenance or subscription.

We are here to help you and your organization get the most out of Perforce. You can contact us in several ways, such as email or phone and access our online content at any time.

We also offer a range of online services. You can:

- Access user and admin documentation.
- Report issues quickly using our [Request Support form](#).
- Reference our Knowledge Base (KB) articles and forums, which are maintained by our technical support engineers.
- Check out our multimedia library of tutorials and recorded conference presentations.
- [Receive email communication](#) about Perforce releases, patches, and other announcements.

Standard Support Add-ons

WEEKEND UPGRADE SUPPORT

For enterprises that have our Standard Support plan, and need help upgrading their servers, we offer prearranged Weekend Upgrade Support. This just-in-case option is available for existing support customers. You can contact Professional Services (consulting@perforce.com) or work with your sales rep a couple of weeks in advance to set up this service.

CRITICAL CARE SUPPORT

On top of our Standard Support plan, you may optionally add our Critical Care. This gives you access to the help you need – outside of normal business hours – for emergency or critical situations.

Examples of Critical Care problems include:

- Helix Core fails following a server upgrade.
- Unable to access the Helix Core server.
- Assistance recovering Helix Core server data after a hardware failure or crash.

HELIX REMOTE ADMINISTRATION SUPPORT

Customers using our Helix Remote Administration (HRA) program can rest easy knowing Perforce experts are behind the scenes keeping Helix Core and Helix Swarm environments up and running. The HRA teams uses best practices combined with years of experience to monitor and maintain your environment for you so your teams can stay focused on development work.

HRA customers who have questions or need assistance can tap into our HRA team as a first point of contact for help:

Email: helixra-support@perforce.com

Hours: Monday-Friday, 9:00 a.m. to 5:00 p.m., in the North American time zone specified in your contract. You will receive an initial response to questions within two hours (during business hours).

The HRA team collaborates with Helix Core Support. For urgent issues outside HRA support hours, Helix Core Support is here for you to serve as your point of contact.

What Our Customers Say About Us...

I must say that of all the software companies I have dealt with in my 8 years in the industry, Perforce's technical support is absolutely the very best. Keep up the excellent work!

– Subhashis Mohanty, Engineering Manager - Qualcomm Inc.

I sent an email this afternoon which was answered (correctly I might add) in less than two minutes!"

– Mark James, Radical Entertainment

I just want to say that Perforce has the best response time of any software company I've dealt with over the last 15 years. Usually, one barely gets an automated reply in the time that someone at Perforce has read the message, crafted a response, and sent it.

– Scotte Zinn, Manager GUI Development, Maplesoft

Perforce's customer service is great and people are knowledgeable. This type of service makes for a very different experience.

– Jim Alexander, Medibuy.com

I must say that you are really earning our support dollars. One member of your support staff even called me from home to help me. The company I work for prides itself on its customer support, so I know how difficult it is to provide really good support.

– Chris Bartz, National Instruments, Inc.

Contact Us For Your Direct Quote Today.

NORTH AMERICA

Monday–Friday
8:00 a.m.–5:00 p.m.
+1 (510) 864-7400

EUROPE

Monday–Friday
8:00 a.m.–5:00 p.m.
+44 (0) 1189 771020

AUSTRALIA

Monday–Friday
9:00 a.m.–5:00 p.m.
+61 (2) 9054-3712