

Critical Care

What Is a Critical Care Problem?

A "Critical Care Problem" is defined as a condition where an entire group is prevented from performing critical tasks using ALM.

Examples of Critical Care Problems:

1. Failure of ALM following a server upgrade
2. Denial of access to the ALM server
3. Hardware failure or crash requiring recovery of the ALM server

Who Do I Call with Critical Care Problems?

When our offices are open

During office hours, you will get the fastest help by opening a case in the [Community Portal](#). You can also email ALM-PS@perforce.com

When our offices are closed

Call the Critical Care Hotline at +1 612 367-8653 and follow the instructions below.

What to Expect When You Call

When you call, please select Option 3 for ALM. You will be prompted to leave a voicemail with the information listed below.

A senior support agent will return your call within 30 minutes.

Please have the following information ready:

- Your first and last name.
- Your company name.
- The telephone number where you can be reached.
- A detailed description of the issue.

Contact Information

Technical Support

Hours: Monday to Friday, 8 a.m. to 5 p.m.
US: +1 513 276-4085
UK: +44 (0) 1189 771020
APAC: +61 (2) 9054-3712

24x7 Critical Care

Hours: Only when all offices are closed
US: +1 612 367-8653