

# Accelrys Customer Support

**Project deadline. Time to market. Early failure detection. Data accessibility.**

These are challenges that chemists, biologists and business managers face every day. To overcome these challenges, leading-edge companies in the pharmaceutical, biotech, chemical, and material industries invest in Accelrys' state-of-the-art products and tools.

## *Rely on Accelrys Customer Support to help you optimize your investment*

*"Once again, thanks for your help. Your prompt and extremely capable support during my PhD studentship was invaluable and has continued to be so during my current post here at the McLean."*

Andrew Prescott, PhD, Post-Doctoral Research Fellow  
Brain Imaging Center, McLean Hospital, Belmont, MA.

Count on our support professionals to help you with new hardware, operating systems, information technology requirements and vendor specifications to keep your Accelrys investment accessible and successful. Accelrys Customer Support goes beyond fundamental "break-fix" service by providing quick and effective:

- application guidance — how-tos in using the tools and applications
- advice on parameters and protocols — getting the most out of the tools
- scientifically valid interpretation of experimental results
- scripting support — minor scripts to show computational results tailored to the customer's environment or practice
- scientific Best Practices — guidance on the right tool, application software, data set, or procedure
- computing-environment/platform advice — identifying the most stable platform for Accelrys applications and tools

Over the years we've built a global infrastructure and quality systems to guarantee availability of support and services when you need them. We have support professionals with PhDs in biology or chemistry located throughout the US, Europe, and Asia-Pacific. We have installed a global call tracking system with an online customer portal, remote connectivity tools to help diagnose problems quickly, and performance-monitoring systems and reports to ensure that our solutions are of high quality and are delivered on time.



For more information, please visit [www.accelrys.com/services/support.html](http://www.accelrys.com/services/support.html)