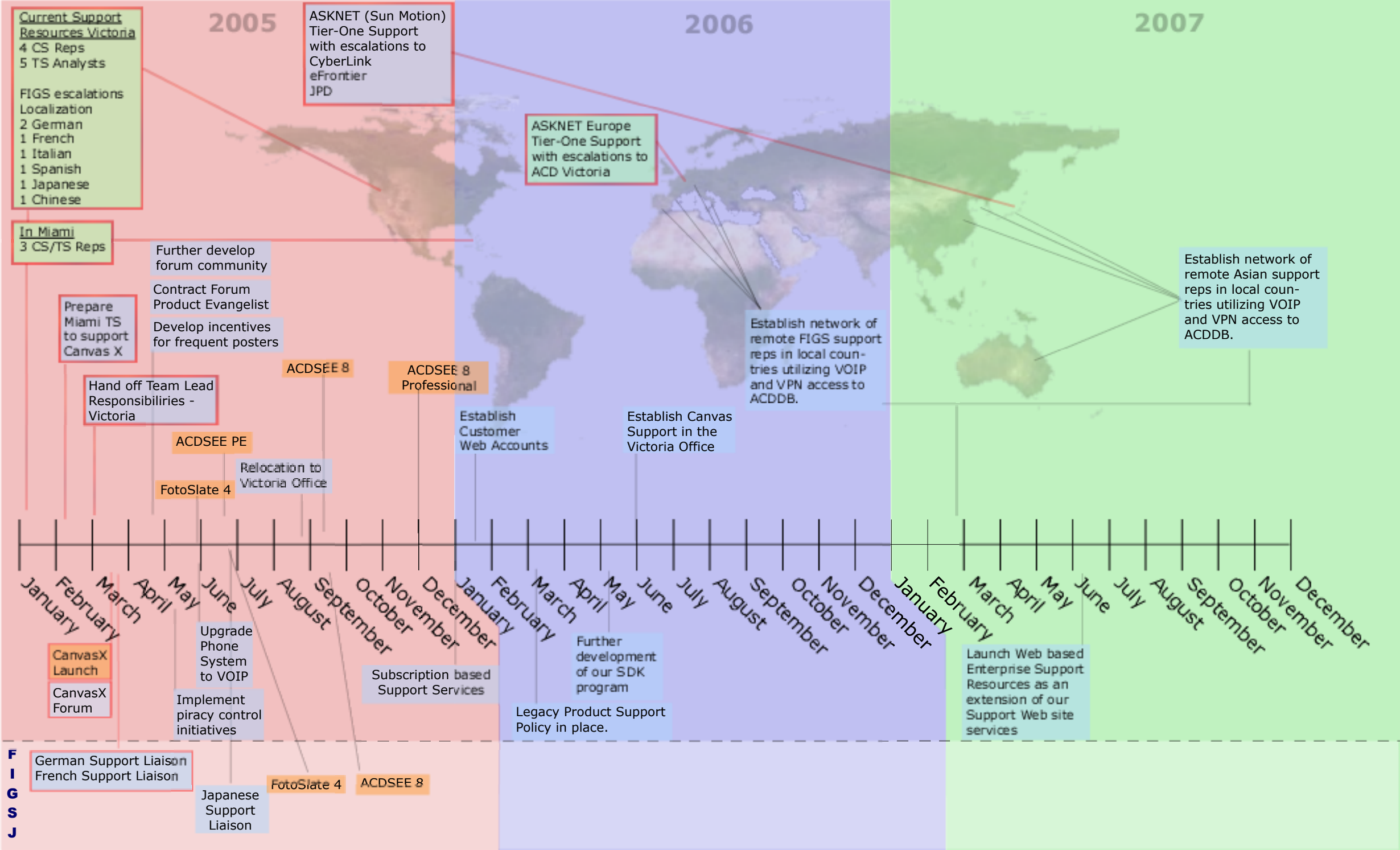
2005
2006
2007
Current Support Resources Victoria
4 CS Reps
5 TS Analysts
FIGS escalations
Localization
2 German
1 French
1 Italian
1 Spanish
1 Japanese
1 Chinese
ASKNET (Sun Motion)
Tier-One Support
with escalations to
CyberLink
eFrontier
JPD
ASKNET Europe
Tier-One Support
with escalations to
ACD Victoria
In Miami
3 CS/TS Reps
Further develop
forum community
Contract Forum
Product Evangelist
Develop incentives
for frequent posters
Prepare
Miami TS
to support
Canvas X
Hand off Team Lead
Responsibiliries -
Victoria
ACDSEE 8
ACDSEE 8
Professional
ACDSEE PE
Relocation to
Victoria Office
FotoSlate 4
Establish
Customer
Web Accounts
Establish Canvas
Support in the
Victoria Office
Establish network of
remote FIGS support
reps in local coun-
tries utilizing VOIP
and VPN access to
ACDDB.
Establish network of
remote Asian support
reps in local coun-
tries utilizing VOIP
and VPN access to
ACDDB.
January
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July
August
September
October
November
December
CanvasX
Launch
CanvasX
Forum
Upgrade
Phone
System
to VOIP
Implement
piracy control
initiatives
Subscription based
Support Services
Further
development
of our SDK
program
Legacy Product Support
Policy in place.
Launch Web based
Enterprise Support
Resources as an
extension of our
Support Web site
services
F
I
G
S
J
German Support Liaison
French Support Liaison
Japanese
Support
Liaison
FotoSlate 4
ACDSEE 8