

Dear Sirs and Madams,

we are more than happy to welcome you as a Tricise customer. At Tricise, we believe in working in partnership with our customers in the sense that "1 + 1 means more than just 2".

With this in mind, we want to offer you the best possible support for Broadcom's Automic products. Both commercially and technically.

If you have any questions regarding your contract, licenses, services or billing, your sales contact is here at your disposal.

In case of any technical questions or problems arise, do not hesitate to contact our support team via email at

[automation\\_support@tricise.com](mailto:automation_support@tricise.com)

or via Phone

**+49 699 5 798 999.**

You can reach us on this phone number from Monday to Friday, from 9:00am to 5:00pm CET. Outside of this time, your call will be forwarded automatically to Tricise's 24/7 Support. Please note, that only Severity Level 1 problems will be processed outside of the above-mentioned timeframe.

For non-critical request, we also offer you the possibility to create a support case ticket directly on our customer portal.

Therefore, we need the contact details (name, email, telephone number) of all your colleagues who should ever have access to Tricise Automation Support portal. Please let us take this opportunity to kindly ask you to nominate a key contact person whom we can contact in case of doubt.

You will then receive important information regarding access to the customer portal <https://ticketing.tricise.com> in the upcoming days.

We are looking forward to our good cooperation.



Best Regards,  
Günther Flamm  
Managing Director