

SVN **READER FEEDBACK**

Be smart on post-sale support

(July/August 2003)

I saw the article by Denzil Doyle. This is exactly the message that I have been trying to convey to the industry and the solution to it—I call it “Supportability” of products.

I believe the Supportability message needs to be further carried on into the industry, because it has implications for each one of us.

We are the customers who are impacted by support—good or bad.

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