

## AvePoint Delivers 24/7 Live SharePoint Support Worldwide

**As SharePoint 2010 adoption increases for more critical business objectives, AvePoint is the only SharePoint ISV to offer truly live, 24/7 support to its customers regardless of location**

Jersey City, NJ — April 18, 2011 — AvePoint, a proven leader in providing [infrastructure management software](#) solutions for Microsoft SharePoint, today announced global, live support 24 hours per day, seven days per week from AvePoint's Microsoft Certified Technology specialist (MCTS)-certified specialists, in response to the rapid growth of SharePoint 2010 deployments requiring minimal business disruption worldwide. AvePoint Support now delivers peak support hours to its 8,000-plus customers from 7 a.m. to 7 p.m. local time, and by eliminating its answering service, now provides instantaneous response to customers' support inquiries.

"More organizations are adopting SharePoint in order to solve unique objectives critical to their business success," said Wei Chen, Senior Vice President of Engineering, AvePoint. "As the platform plays a more vital role, downtime is an unacceptable option. It is vital that these companies have the support they need at all times in order to ensure they are unleashing the platform's full potential. Fortified with more than 60 Microsoft-certified specialists and 500 SharePoint exclusive developers, AvePoint can deliver the live, one-on-one service organizations desire."

AvePoint's Technical Support, Professional Service, and Training Service offerings are designed to deliver the resources customers require to realize the full benefits of AvePoint's [SharePoint management solutions](#), including:

- 500 full-time developers working closely with AvePoint Support to swiftly resolve customer challenges and satisfy customization requests
- On-site and remote AvePoint Training & Education Services

For more information on the entire repertoire of AvePoint's technical support services, visit <http://www.avepoint.com/support/>.

### About AvePoint

[AvePoint](#) is a global technology company and [proven software leader](#). Since its founding in 2001, AvePoint has become one of the world's largest provider of infrastructure management software solutions for SharePoint, offering a fully integrated solution for SharePoint lifecycle management. Propelled by one of the world's largest SharePoint-exclusive research & development team, AvePoint helps more than 8,000 customers – including many Fortune 500 companies and government agencies – meet their specific business objectives by unleashing SharePoint's full potential. AvePoint, Inc. is headquartered and maintains its principle engineering center in Jersey City, NJ, with wholly owned sales and engineering centers in the USA, Canada, Australia, United Kingdom, Germany, Japan, Singapore, and China. AvePoint is a Microsoft Gold Certified Partner and GSA provider.

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