



## IDERA Database Development & Design Solutions Enablement and Support

### IDERA MAINTENANCE AND SUPPORT VALUE

With a world-class 97% customer satisfaction rate, our support team professionals are experts at troubleshooting, problem diagnosis, and problem resolution. We possess strong technical knowledge complemented by in-depth experience in application and database design, programming, management, and system operations, and work with you so you get the most out of your IDERA tools.



### PLATINUM ENABLEMENT

The Platinum Enablement package provides additional assistance to ensure a smooth deployment. This package includes all of the support features and benefits that are included in our Standard Software Maintenance and Support, plus customized features to protect your investment with an 'insurance policy' of specialized services, above and beyond our standard support.

- Safeguard your operations and ensure deployment success with flexible project support (installation, migration and upgrades)
- Optimize your deployment and improve your ROI value with proactive usage assessment support to gain expert insights on ways to improve product usage
- Reduce ramp time and resolve issues faster with remote product guidance sessions with Client Success Manager (CSM)
- Be among the first to evaluate future releases with beta program privileges (early invitations, early access and priority enrollment)
- Receive priority support for issues submitted via the website and telephone
- Provides strategic roadmaps and business sync sessions with Product Management Team

### STANDARD SOFTWARE MAINTENANCE AND SUPPORT

The Standard Software Maintenance and Support package provides coverage for license management and product updates to ensure that you have the most current versions of software, bug fixes and patch releases.

- Software Upgrades and Updates – Receive software upgrades and updates to take advantage of ongoing IDERA product innovation and maintain database currency.
- Unlimited Licensing and Technical Support – Submit cases or manage licenses by phone or online forms to our expert team of support professionals.
- Web-based Case Creation – Open support cases via the web, making it easy to submit your support requests at any time of the day.
- Product Documentation – All IDERA products are extensively and continually documented. The current editions of the documentation are immediately available online.
- Discussion Forums – An extensive community of online product forums allows you to exchange ideas with others using IDERA tools.
- Knowledge Base – A searchable online Knowledge Base contains responses to the most common support inquiries and product-related documentation.

## FEATURE COMPARISON

Features	Platinum Package	Standard Package
<b>Enablement</b>		
Product upgrades/updates	✓	✓
Project support (installations, migrations and upgrades)	✓	
Usage assessment support (gain expert insights on product usage)	✓	
Beta program privileges (early invitations, early access, priority enrollment)	✓	
Remote product guidance session support	✓	
Community forums access	✓	✓
Knowledge base access	✓	✓
Designated CSM for customers	✓	
<b>Support</b>		
Unlimited web-based case submission	✓	✓
Priority web-based case submission	✓	
Unlimited telephone support	✓	✓
Priority telephone support	✓	
Priority assignment to Sr. Engineering Support resources	✓	
Remote diagnostics	✓	✓
Proactive alerts	✓	✓

## CONTACT SUPPORT

Support is available today to help you make the most of your organization's investment in databases and database infrastructure.

For more information, please visit us at [www.idera.com/support](http://www.idera.com/support)

### STANDARD SUPPORT CONTACT INFORMATION FOR DATABASE TOOLS

#### DBArtisan, DB Change Manager, DB Optimizer, ER/Studio, Rapid SQL, Team Server, DB PowerStudio

##### Worldwide:

Open a case online at:  
<http://support.embarcadero.com/forms/>

##### North America and Latin America:

Phone: 1-877-783-5332 or 415.834.3131 x2  
Hours: Monday to Friday, 6:00am to 6:00pm Pacific time, excluding holidays

##### Europe, Africa and the Middle East:

Phone: +44 (0) 1628 684499  
Hours: Monday to Friday, 9:00am to 5:30pm UK time, excluding holidays

##### Asia Pacific:

Phone: +61 (2) 8098 8800 dial 3  
Hours: Monday to Friday, 9:00am to 5:30pm Australian Eastern time, excluding holidays

## What some of our customers have to say...

"The engineers are some of the finest technical professionals I've had the pleasure of working with."

"Absolutely incredible, knowledgeable, friendly and professional service."

"I don't need to call for assistance often, but when I do I always get prompt, courteous and effective assistance."

"Could not ask for more as far as service level."

"I was impressed by the support I had during the product evaluation and it was one of the important reasons to choose your product."

"Support provided great response and assistance. Thanks!"

"The Support rep was able to resolve my issue without hesitation, and within a couple of minutes. Fantastic!!"

"I don't know of any other software companies who are as responsive as you guys! Keep up the good work."

## INDUSTRY RECOGNITION



**DBTA 100 2015**  
The Companies That Matter  
Most in Data



**Trend-Setting Products in Data and Information Management for 2015**



**SD Times 100 2014**  
Database & Database Management



**DeveloperWeek 2014 Top Innovator**  
for Data Dev Tools

Download Free Product Trials at [www.idera.com](http://www.idera.com)

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