

IDERA Database Development & Design Solutions Enablement and Support

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.

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

PLATINUM SUPPORT PACKAGE

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

Support Features Comparison Chart

ENABLEMENT	Standard	Platinum
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		●
SUPPORT	Standard	Platinum
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 Monday through Friday (excluding holidays) to help you make the most of your organization's investment in databases and database infrastructure. To the right, you'll find the standard support contact info for our database tools: DBArtisan, DB Change Manager, DB Optimizer, ER/Studio, Rapid SQL, Team Server, DB PowerStudio

For more information, visit www.idera.com/support

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

North America and Latin America
1-877-783-5332 or 415.834.3131 x2
6am to 6pm PST

Asia Pacific +61 (2) 8098 8800, Dial 3
9am to 5pm Australian Eastern time

Europe, Africa and the Middle East
9am to 5pm UK time (English Only)

France 0805 101 052

Germany 0800 664 7528

UK & Ireland 0800 007 5465

Netherlands 0800 020 0098

All Other EMEA +44 1628 684470