



BMC Software Customer Support

Add value to drive your business forward

BMC® Software Customer Support:

- > **Worldwide Coverage:** Regional and local support centers are strategically placed in Asia-Pacific, Australia, Europe, Latin America, and the United States. This global infrastructure enables us to provide you with around-the-clock coverage — worldwide and in local languages.
- > **Quality Personnel:** Our highly skilled support staff and adaptability to customer business needs make us consistently better than our competition.
- > **Streamlined Offerings:** Streamlined support offerings make it easy for you to choose the best level of support for your business needs.
- > **Greater Value:** Ensure you have access to critical information about your BMC products. Our maintenance programs provide you with access to the most current releases and versions of your product — including any fixes, patches, or workarounds.

At BMC Software, we know your company success depends as much on your back-end systems as it does on your business strategy. We understand it's not just about technology — it's about how technology can activate your business and drive your success. You've invested in BMC to help your business advance and you should protect that investment with the right level of technology support.

BMC Software Customer Support is a quality-driven organization committed to continuous improvement. Our goal is to help you quickly avoid and resolve problems or questions, ensuring availability of the systems and applications that your business depends on.

Our streamlined maintenance offerings and quality personnel let you experience the greatest value from your software. Our experts around the world are ready to work with you to ensure that you are getting the most from your BMC technology — and that your business is always moving forward.

Streamlined choices for planning support needs

We know you have little available time to research support options. You want to choose your level of support and get on with your work. BMC offers three levels of support designed to fit your needs and the technologies you manage. All levels of support allow you to contact us via telephone, Web, and e-mail — whatever is best for your current need.

BMC Basic Support is our base offering. It is available eight hours per day during standard local office hours, each day of the five-day workweek (excluding published holidays), and features a response turnaround time of four business hours for Severity 1 issues.

BMC Fast-Track Support offers the same great benefits as BMC Basic Support, but emphasizes responsiveness. It is available 12 local business hours per day, each day of the five-day workweek (excluding published holidays), and features a faster response turnaround time on all your issues including one business hour response for Severity 1 issues. BMC Fast-Track Support

is the best choice when fast issue-resolution, during regular business hours, is critical to your business.

BMC Continuous Support provides the most comprehensive support 24 hours a day, 7 days a week (including published holidays) for Severity 1 issues. If your business never stops, BMC Continuous Support is the right choice.

Multiple options for resolving problems

Because everyone likes options, BMC offers you several ways to resolve your technical problems. First, no matter which support option you choose, you can call us via telephone. Expert technical support analysts are standing by, ready to help, when you need them. You can also access our Customer Support system right from your desktop through a Web-enabled interface, or you can conveniently send an email directly to BMC Customer Support. These electronic support options allow you to easily find the answers you need.

Online support options include:

- > An automated, proactive e-mail notification system to help you quickly resolve many support issues
- > Electronic submission of product problems and questions, and the ability to update and track the progress of your case
- > Up-to-date product knowledge databases that provide answers and fixes to commonly asked questions and problems
- > Comprehensive product documentation including up-to-date guides, manuals, technical bulletins, flashes, and release notes
- > Product fixes, and release and maintenance information

Advanced support tools

BMC Software Customer Support teams use the most advanced incident tracking software available, ensuring efficient, timely resolution of your support requests. This software lets us create a detailed incident report (case), track it through to completion, and reference the resolution to assist other customers that use the same product.

Special provisions

Once you acquire Customer Support for a product, you are automatically re-enrolled for support of that product on an annual basis, unless you or BMC terminate the Customer Support, through written notice at least 30 days prior to the next support anniversary date.

The annual fee for support is based on the current BMC Support price list. BMC may change its support offerings, to be effective upon your support anniversary date. If you terminate support, then re-enroll, BMC will charge a reinstatement fee.

Choose BMC Software Customer Support today

Don't wait until a problem adversely impacts your organization before choosing BMC Software Customer Support. Invest in your company's success today and ensure you have access to the most current releases and versions of your product, including any fixes, patches, or workarounds, as well as our highly skilled staff. For more details, talk to your account representative or visit Support Central at: www.bmc.com/support_home.

About BMC Software

BMC Software helps IT organizations drive greater business value through better management of technology. Our industry-leading Business Service Management solutions share BMC® Atrium™ technologies to enable IT to manage across the complexity of diverse systems and processes from mainframe to distributed, databases to applications, service to security. Founded in 1980, BMC Software has offices worldwide and fiscal 2005 revenues of more than \$1.46 billion. BMC Software. Activate your business with the power of IT. www.bmc.com.

Support benefits

Whichever level of support you choose, you'll receive many of the same great benefits. Our goal is to provide you with the tools and processes that enable you to quickly get back to business. Each of the BMC Software Customer Support offerings — BMC Basic Support, BMC Fast-Track Support, and BMC Continuous Support — feature:

- > Availability via phone, e-mail, and Web
- > Severity 1 support
- > Web support tools
- > Maintenance and update information
- > Escalation processes

Hours of operation

- > Office Hours: Standard local office hours, generally eight hours per business day during a five-day business week.
- > Business Hours: The extended hours that BMC Customer Support is available beyond standard office hours, generally 12 hours per day during a five-day business week.
- > Continuous Hours: 24 hours a day, seven days a week.

Customer Support Offering	Hours of Operation	Initial Response Goals	Available with the Purchase of:
BMC Basic Support	Local Office Hours 8 hours x 5 days (Excludes published holidays)	S1 = 4 Office Hours S2 = 8 Office Hours S3 = 12 Office Hours S4 = 24 Office Hours	> Service Management products**
BMC Fast-Track Support	Local Business Hours 12 hours x 5 days (Excludes published holidays)	S1 = 1 Business Hour S2 = 4 Business Hours S3 = 8 Business Hours S4 = 12 Business Hours	> Service Management products
BMC Continuous Support	Continuous Hours 24 hours x 7 days (Includes published holidays)	S1 = 1 Clock Hour S2 = 4 Business Hours S3 = 8 Business Hours S4 = 12 Business Hours	> Service Management products > System Management products***

Table 1. The three levels of BMC Software Customer Support

* Because of the critical nature of some applications, BMC requires BMC Continuous Support for our System Management products and select Service Management products.

** Service Management consists of most BMC® Remedy®, BMC® Marimba®, BMC® Magic, BMC Service Management products and select BMC Identity Management products.

*** System Management products consist of most Mainframe and Distributed Systems Management products.



58664