

Helix Enterprise Support Policy

This is Support for BMC Helix on premises Products that are not containerized versions and are not Control M or Control D products. This policy was last updated on January 1, 2025.

Support Service Levels

Each of BMC's support offerings includes the following, if and when available:

- In accordance with the policies set forth below, BMC provides bug fixes, patches or workarounds in order to cause the Product to operate in substantial conformity with its then-current operating Documentation, and
- BMC provides new releases or versions, to the extent they are furnished to all other enrolled Support customers without additional charge.

BMC provides Support via Web, Email and Phone.

Initial Response goals are relative to the impact of the reported problem on the customer environment.

Note: All of BMC’s Support Offerings are subject to change without notice, and that not all support offerings are available for all BMC products.

Offering	Hours of Operation	Initial Response Goals
BMC Continuous Support	24 hours x 7 days (for S1)	S1 = 1 Clock Hour
	(Includes published holidays)	S2 = 2 Business Hours
	Local Business Hours (for S2 - S4)	S3 = 4 Business Hours
	(Excludes published holidays)	S4 = 12 Business Hours

Support business hours reflect normal country business hours in your time zone. For all specific hours of operation, see the country specific [Support Contact pages](#).

Customer Impact Definitions

Impact Level	Customer Impact Criteria
1	Critical impact to production environment, primary business service, large number of users experience critical loss of function or data integrity at risk. Customer resources should be available to work on a 24x7 basis with BMC to resolve the issue.
2	Significant Impact to business service or system performance affecting production systems or normal operations for multiple groups of users.

Impact Level	Customer Impact Criteria
3	Limited Impact to the business service, localized to specific service, application or group of users. Workaround may be available to circumvent.
4	No service impact, Non-critical issues, or general questions.

Support Policy

Product technical support is provided to customers currently enrolled in support for BMC's on premises software products, based on the terms and conditions of the customer's license agreement and order with BMC and BMC's current support terms and policies.

If you are currently enrolled in support, you can [contact BMC](#) via phone and web during all product technical support stages. Extended support options may be available for some products for an additional annual support cost. Contact your BMC account representative for assistance.

For current support status and product information, sign up for [Proactive Alerts](#) and visit the [Supported Product A-Z pages](#). (Proactive Alert email messages and the associated documentation are provided in English only).

For a product to be eligible for Support, all its Licensed Capacity needs to be enrolled.

BMC reserves the right, for the benefit of all its customers, to use or incorporate into any BMC products or services any suggestions, enhancement requests, recommendations or other feedback provided by its customers.

Release numbering

BMC uses a three-place numbering scheme to designate released versions of its Helix Enterprise products in the following format:

- YY.YY.RR
YY.YY= 4-digit year, RR=release

Version Levels

BMC has the following version levels for its Enterprise Products:

Level	Description
1st level - Version	A major deliverable (VV or YY.YY) that is fully functional and can be installed on the targeted platform through a standard installation program. Indicates a major

Level	Description
	architectural or structural change, new major product capabilities, or possible incompatibility with prior version or significant migration requirements.
2nd level - Release	A minor deliverable (RR) that is a revision release that maintains compatibility with its major version. Indicates the availability of functional enhancements, new capabilities, and is an overlay/upgrade installation.
3rd level - Service Pack	<p>A cumulative maintenance deliverable (service pack) that resolves a specific set of defects or releases new features to improve the quality, usability, and performance of the product.</p> <p>Service packs are typically released 1 to 3 times per year, and they are fully supported for at least 12 months after their GA date.</p> <p>Installing service packs is highly recommended to improve product performance and stability.</p>
GA Patch	<p>A deliverable for cumulative critical fixes that cannot wait for a major, minor, or service pack release. Patches are applicable to products designated as Full or Limited support only. GA patches will be included in future releases of the product.</p> <p>The most recent GA patch is fully supported.</p> <p>Customer Support may direct customers to upgrade to a more current version, release, or service pack of the product.</p>

BMC provides at least 5 years* of product technical support from the Version.Release (VV.RR) general availability (GA) date in three technical support stages for its Enterprise Products as defined in the following table, subject to the Product End of Life Policy below.

Support type	Description
Full Support	<p>BMC provides full support for at least 3 years from the (GA) date of the VV.RR.</p> <p>BMC provides service packs, patches, hot fixes, or workarounds to enable the product to operate in substantial conformity with its then-current operating documentation.</p>

Support type	Description
Limited Support	<p>Following the Full Support period, BMC provides at least 2 years of Limited Support for the VV.RR.</p> <p>Customer Support will direct customers to existing fixes, patches, or workarounds applicable to the reported case.</p> <p>BMC will develop new hot fixes for problems of high technical impact or business exposure for customers. With customer input, BMC will determine the degree of impact and exposure and the consequent activities.</p> <p>Customer Support will direct customers to upgrade to a more current version, release, or service pack of the product.</p> <p>Research and Development will be engaged on critical cases only and on a limited basis for problem identification.</p> <p>Some third party code (OEM) functionality in the Products may no longer be available.</p>

End of Version Support	<p>Access to most technical documentation through BMC Support Central portal, Knowledge Base search, known resolutions and workarounds, existing patches and Service Packs, and BMC support communities will remain available where applicable.</p> <p>No new sustaining maintenance releases, patches, or hot fixes will be made to a version or release in "End of Version" status.</p> <p>Customer Support will direct customers to upgrade to a more current version, release, or service pack of the product.</p> <p>If a customer would like advice on upgrading its product or has questions about the status of a product's support status, please contact Customer Support during business hours Monday through Friday.</p>
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** Exceptions to extend or reduce product support will be announced via the BMC Support Central web site, Proactive Alerts and Release Notes for the affected products. BMC always provides at least Limited Support for a VV.RR for a period of at least 24 months from the date on which such VV.RR became GA.*

This table shows an example of the 5-year lifecycle of a VV.RR release, and dates the support status would change:

Release GA	Full Support	Limited Support	End of Version Support
VV.RR – 2.0.00 , Jan 12, 2011	Jan 12, 2014	Jan 12, 2016	Jan 13, 2016
.SP – 2.0.05 , April 7, 2011	April 7, 2012	April 7, 2013	Jan 13, 2016
.SP – 2.0.06 , Feb 9, 2012	Jan 12, 2014	Jan 12, 2016	Jan 13, 2016

Extension of Support Periods

In some cases, BMC may extend its support of certain product lines beyond the dates specified in this document. Announcements to this effect are made through the BMC Support Central web site and the Proactive Alert service via the Release Notes of the affected products.

Product End of Life

- At any time BMC may “end of life” a product by terminating support for such product.
- At least 12 months prior to the termination of support, BMC will post a notification to the BMC Support Central web site and send physical or electronic notice to each customer who is enrolled in such support to the customer address on file.
- During the timeframe between when “end of life” notification is posted to the BMC Support Central web site and the actual termination of support, the product will be supported as follows:
 - New enhancements will not be made to the product.
 - No enhancements will be made to the product to support new or updated versions of the platforms on which the product runs or to which it connects. BMC Customer Support will direct customers to existing fixes, patches, or workarounds applicable to the reported case.
 - BMC Software will develop new hot fixes for problems of high technical impact or business exposure for customers. With customer input, BMC will determine the degree of impact and exposure and the consequent activities.
 - Research and Development will be engaged on critical cases only and on a limited basis for problem identification.

Third-Party Products

To receive full or limited support for a BMC product, you must have such product installed in a generally available supported environment. If a third-party vendor cancels support for one of its products (such as an operating system or subsystem), and that third-party product integrates or interacts with the BMC product you have licensed, you must upgrade to a generally available

supported version of that third-party product before BMC Customer Support can provide you with support for the affected BMC product.

Where a third-party vendor cancels general support, but offers a paid extended support option, BMC will have no obligation to continue to Support the canceled version, irrespective of whether you have chosen to pay for extended support or not.

Upgrading

When you are ready to upgrade, you can download the latest version from BMC's [Electronic Product Distribution \(EPD\) site](#). To access this site, you must be currently enrolled in support for that product.

Customization Policy

Definition

A customization is any added functionality to a product that is not included in the base (out of the box) installation of that product.

Prioritizing Product Cases

While we will make every effort to address all customer cases in a timely manner, it should be understood that customization cases may be assigned a lower priority than production or installation cases involving base code.

Getting Customization Assistance

The Customer Support Center is available to give general suggestions and assist in troubleshooting on a case by case basis at BMC's discretion. Customer Support can also direct customers to white papers focused on architecture and other resources available on our Web site. The design and development of customizations are the responsibility of the customer/consultant and BMC Consulting Services and BMC partners are available for this purpose. Customer Support will NOT provide code customizations to customers.

Training Requirements

Customers must attend the appropriate product training before attempting any customizations. This training will empower the customer with the necessary knowledge and ability to design and implement simple changes to the base product. Customizations that are more complex should be implemented by BMC Consulting Services or a BMC partner.

Identifying Custom Code

Customers should maintain records and be able to identify all customizations that they have made to their application(s). Customers should keep a centralized file detailing changes that have been made, when they were made and what code was changed. This will help the customer and BMC support identify whether a problem is with the base product or with a customization. This will also aid in the migration or upgrade process to future product versions.

Maintaining Custom Code

Customizations are the responsibility of the customer and must be maintained by the customer. Customer Support does not take ownership of any customized code whether the customer, BMC Consulting Services or a BMC Partner generated it. Serious consideration should be given to all customizations since it will require additional work during future migration or upgrade processes for new product versions.

Multi-Language Support

English is the only language BMC contractually commits to providing. However, to enhance our follow-the-sun support model and better serve our customers, BMC Software has contact centers worldwide that have multiple language capabilities. Local offices can provide support in the prevailing local languages, but BMC's priority is to get the most knowledgeable person to handle your case. In addition to English, BMC can offer a "first point of contact" local language service for the following languages:

Americas:

- English
- Spanish (LATAM)
- Portuguese (LATAM)

EMEA:

- French
- German
- Spanish
- Portuguese

AP

- Chinese
- Japanese

The first point of contact service is hosted by BMC's contact centers and the language offerings are only available during local business hours. Following the initial communication between the customer and our customer support center, BMC will endeavor to distribute the support issue to a local specialist. However, BMC cannot guarantee local language support from our product specialists. Translation services are available on an exception basis.

Additional Information

For additional information regarding the availability and support periods of certain product lines, contact your local BMC representative.

BMC Support Resources

- [Support Central](#)

- [Knowledge Base](#)
- [Documentation](#)
- [BMC Communities](#)
- [Training Locations](#)
- [BMC Consulting Services](#)
- [Support Contacts](#)

Additional Support Centers

- [BladeLogic](#)
- BMC Service Desk Express

Upgrade Assistance

- The BMC Assisted Migration Offering (AMIGO) program is designed to assist customers with the planning of product upgrades to a newer version – “Success through proper planning”.

[Explore AMIGO Program ›](#)