

The value of Maintenance,, Enhancement and Support

> Major releases of software products with new features, functions, and software corrections.

New product releases provide you with the latest and most productive tools and technology to improve your product development process. Every major release includes significant new features and corrections for software errors found in earlier releases. Major releases may include significant changes in data architecture to take advantage of new technology.

> Change in system host id/volume id

MES enables you to get new license in case there is a system change or system has been formatted. It ensures continuous productivity on your software.

> Point releases of software products with software corrections and limited new features.

Point releases provide you with timely corrections for software bugs, plus enhancements to existing features, and sometimes even new features. Point releases are made available between major releases, as needed. Point releases do not include changes in data architecture. Note that we normally only offer this for the current and previous major releases. Maintenance of releases older than that can only be offered through Premium Extended Maintenance at a surcharge.

> Prompt and effective telephone-based technical support.

Your calls are routed directly to technical support engineers who have the knowledge and skills to understand, investigate, and resolve problems quickly. Phone-based support includes problem escalation, management visibility, workarounds, and the input process for reporting software errors and enhancement requests.

> Web-based technical support.

Our customer support web pages provide you with instant access to problem reporting, a symptom/solution database for FAQs, tips, techniques, and software error listings, progress tracking on open issues, ability to download and upload files and releases, participation in newsgroups, product certification information on software and hardware configurations, and e-mail subscription services for support bulletins and other critical technical support information. We also offer a technical newsletter with current product information and useful tips and techniques.

> Upgrade Training

Being under MES enables you to get upgrade trainings so that you can utilize the new features of the software.