SERVICES OFFERED BY PRODUCT LINE

Rational Products	Silver Maintenance Support Service	Gold Maintenance Support Service	Technical Account Management Service	365 Days Per Year Support Service	Scheduled Weekend Service	Technical Support Authorized Program (TSAP)
Apex	•	•	•		•	
ClearCase	•	•	•	•	•	•
ClearCase Attache	•	•	•	•	•	•
ClearCase MultiSite	•	•	•	•	•	•
ClearDDTS	•	•			•	•
ClearGuide	•	•			•	•
ClearQuest	•	•			•	•
PerformanceStudio	•	•			•	•
PureCoverage/ Visual PureCoverage	•	•			•	
Purify/Purify NT	•	•			•	
Quantify/ Visual Quantify	•	•			•	
Rational DevelopmentDeskTop	•	•			•	
Rational Robot	•	•			•	
Rational Rose	•	•	•		•	•
Rational Unified Process	•	•				
RequisitePro	•	•			•	
* Requisite Enterprise	•	•			•	
* Requisite Web	•	•			•	
SoDA	•	•				
TeamTest	•	•				
VADS	•	•				
Suites						
AnalystStudio	•	•				
DevelopmentStudio	•	•				
TestStudio	•	•				
Enterprise	•	•				

* Available 2/15/99

"We are committed to making our customers successful by consistently providing excellent support in a timely and professional manner."

CONTACT INFORMATION

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RATIONAL SOFTWARE

WORLDWIDE

CUSTOMER SUPPORT SERVICES

Rational® Software's Technical Support organization is dedicated to providing technical support services to ensure the success of our customers in the development and maintenance of the software applications upon which their business depends. • Rational Technical Support currently offers two levels of maintenance. Silver Maintenance is the standard maintenance offering sold with each Rational Software purchase. Gold Maintenance provides a more comprehensive, proactive level of support, and is designed for those customers who use multiple Rational products. Rational also offers additional support services to meet your non-standard support requirements.

SUPPORT MAINTENANCE
OFFERINGS

SILVER MAINTENANCE

For efficient problem resolution and up-to-date access to Rational's latest Software releases, Rational's Silver Maintenance Program covers the following:

- 5 x 8 Unlimited Technical Support assistance, for two contacts per 25 licenses purchased, via the telephone, electronic mail or fax.

- Access to Rational's customer only web page where you can obtain product code patches and other product specific technical information.

- Access to all product specific e-mail discussion groups sponsored by Rational Software.

- Validated product updates made available to you as they become generally available.

- Access to Customer Support knowledge base via WWW.

GOLD MAINTENANCE

Rational's Gold Maintenance Program includes services offered in the Silver Program, plus these features:

- 5 x 12 Unlimited Technical Support assistance, for a group of contacts equalling the number of licenses purchased, via the telephone, electronic mail, or fax.

- Personal and dedicated non-technical Support Program manager

- Monitoring of issues by Support Program manager to ensure priority issue escalation and timely resolution of issues.

- Customized reports outlining all support activity over a designated period of time.

- Proactive shipment of product updates on all installed licenses.

Note: Guaranteed English Language Support only after 5:00PM Central European time.

ADDITIONAL SERVICE OFFERINGS

TECHNICAL ACCOUNT MANAGEMENT SERVICE

When added to either the Silver or Gold Maintenance Program, the Technical Account Management Service provides you with:

- A dedicated Senior Technical Support Engineer, familiar with your environment and specific technical requirements who will serve as your Technical Account Manager, and is available to address your technical support issues Monday - Friday, during customer site's normal business hours (excluding Rational holidays).

- A dedicated phone number for direct access to the Technical Account Management team, available during the support center's hours of operation.

- Proactive approach to Technical Support Services. Patches and other technical information delivered to you as they become generally available.

- A visit to Rational to meet your Technical Account Manager, your dedicated support team, and an individual meeting with a member of the Support Management staff

- Annual visit from your Technical Account Manager.

- Detailed customized reports outlining all support activity.

Note: Technical Account Management is most beneficial to accounts that have a centralized technical team dedicated to the support of Rational's products. Due to limited availability, a 6-9 lead time may be necessary.

365 DAY PER YEAR SUPPORT SERVICE

Rational also offers a service, when added to either the Silver or Gold Maintenance Program, that provides 365 day per year service for our mission-critical products. Additional features are:

- Telephone support on Saturday and Sunday from 8 am – 5 pm European time

- Holiday phone support from 8 am – 9 pm Eastern Time and 8 am – 5 pm European Time.

SCHEDULED WEEKEND SERVICE

Customers may purchase weekend technical support coverage as needed for special projects scheduled over specific weekends or holidays during the year. Hours of support can be tailored to specific customer needs. Technical expertise available for:

- Installation assistance

- System and network upgrades

- New version migrations

- General technical assistance

TECHNICAL SUPPORT AUTHORIZATION PROGRAM

Rational Technical Support also offers the Technical Support Authorization Program (TSAP). The goal of this program is to better prepare participants for troubleshooting Rational products in their environment.

The target audience consists of two groups: Rational employees responsible for supporting our products in real-world environments and Rational customers who desire to more effectively and efficiently implement and support our products in their own environment.

Delivered on-site at select Rational office locations, the module-based training is presented in a lecture/lab format. Lectures are delivered by experienced support and software engineers. Labs are hands-on and incorporate a mixture of case scenarios and troubleshooting. (Prerequisites exist)

Note: For more information on Scheduled Weekend Service or to register in the TSAP program, please call +781-676-2450 in North America, or +31-23-569-4310 in Europe.

For additional information regarding any Rational Customer Support Services Offerings, please contact your Sales Account Representative.