

# PROGRESS

## ANNUAL MAINTENANCE AND SUPPORT

### ENSURING OPERATIONAL RESPONSIVENESS WITH PROGRESS MAINTENANCE AND SUPPORT

Operational responsiveness requires solutions and infrastructure that are ready to take on any business challenge. Progress annual maintenance and support maximizes the value of your Progress solutions through tailored services that fit your business.

Business conditions change, and your IT solutions should adapt and keep up with the challenges you face. In addition, future-proofing your IT infrastructure investments should be a priority to ensure that as business speeds up and requirements change, you have the confidence that whatever happens, you're ready.

As a leading provider of enterprise software, Progress solutions are business-tested under the most demanding conditions. That experience drives world-class support that gets the most from your systems and lowers your costs.

Progress support is ready whenever and wherever you are.

### HIGHLIGHTS

- > Support centers located around the world
- > Electronic Knowledge Center for self-service
- > Access to our online Developers Network and related Web sites
- > Electronic software download capability



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Through a range of personalized and direct services as well as interactive, online connections, an answer, a resolution, and assurance are available at your convenience.

Progress offers three annual maintenance and support offerings, each with a valuable mix of personalized and electronic support capabilities designed to meet your individual needs.

Our three annual maintenance and support offering tiers are:

- > Mission-critical Maintenance and Support
- > Standard Maintenance and Support
- > Limited Maintenance and Support

All annual maintenance and support offerings share a common infrastructure for hotline, email, and Web-based access to technical support personnel and other Progress support tools and resources. By accessing our support knowledge base and problem-tracking systems, you can learn about product capabilities, monitor issues, and escalate needs via the Web. Our technical support structure provides remote diagnostic capability, which helps to provide faster problem isolation in many situations without requiring onsite support visits. Our Progress Software Developers Network® (PSDN) and product-oriented Web sites provide access to whitepapers, articles, downloads and Web-based seminars for education and sharing among developers. Our Progress Alerts and Notification System allows you to subscribe to receive notification of critical problem alerts, known solutions and new release availability via automated email distributions. Progress also provides electronic software download (ESD) capability to make software, fixes and upgrades rapidly available.

## MISSION-CRITICAL MAINTENANCE AND SUPPORT

Mission-critical offers the most comprehensive level of maintenance and support, designed for the demands and complexity of mission-critical solutions. This offering provides customers with direct access to senior technical support engineers who understand your business conditions. Mission-critical support is designed for “always on” environments—systems where downtime must be avoided. Progress accomplishes this by being both proactive and personalized in our approach, which will help you to

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maximize your investment in Progress. Mission-critical Support includes all of the services available in Standard Support, but with higher service-level objectives and tailored content.

A key feature is the assignment of a technical account manager (TAM) to coordinate your technical support relationship with Progress. Your TAM will maintain familiarity with your Progress installation environment and configuration. Your TAM will also provide continuity of support and play an escalation coordination role across all product lines. This support tier includes an annual onsite visit, quarterly service-level review conference calls, and executive service-level reports, all to ensure continuity and proper focus on issues specific to your business priorities. In situations in which there are round-the-clock support requirements, you can purchase additional regional technical account manager support to cover multiple time zone needs.

## STANDARD MAINTENANCE AND SUPPORT

This is the Progress Software standard-level maintenance and support offering. It is designed to provide you access to a live technical support engineer or a maximum one-hour call-back time, around the clock. With 24x7 availability you can optimize use of important IT resources by enabling your staff to access technical support outside of normal business hours. This tier of support includes priority queuing of reported issues and time -based escalation of unresolved problems. This support offering is designed to provide around-the-clock support and easy access to senior-level support staff. In addition, with immediate access to Progress Communities, the Progress knowledge base, whitepapers and the electronic software download (ESD) system, you get total support coverage. Standard Support includes all Limited Support services.

## LIMITED MAINTENANCE AND SUPPORT

Limited is the Progress Software entry-level maintenance and support program. This offering provides business-hours access to Progress technical support and online access to key Progress technical information. Via our remote diagnostics capabilities, technical support engineers work directly with you on your service requests.

Our Limited Support offering provides value-added maintenance and support for Progress products. This offering also includes access to service packs, bug fixes, and new product versions. In addition, there are many online services available to log, track, update, and escalate service requests. As with Mission-critical and Standard Support, this offering includes access to Progress Communities, the knowledge base, whitepapers and the electronic software download (ESD) system.

## UPGRADING MAINTENANCE AND SUPPORT

You may upgrade from one offering to another at anytime.

## CONTACTING TECHNICAL SUPPORT

For more information regarding how to contact Technical Support, please contact your local Progress sales office or visit us at [progress.com/support\\_main](http://progress.com/support_main).

PROGRESS SOFTWARE SUPPORT OFFERINGS			
Features	Mission Critical	Standard	Limited
Direct contact for severity 1 issues with a live technical support engineer, or call-back within:	30 minutes	1 hour	4 hour
<b>Personalized Support and Services</b>			
Access to telephone support	24x7	24x7	8x5 (business hours)
Designated remote technical account manager (TAM) <ul style="list-style-type: none"> <li>&gt; Orchestrates your cases within Progress</li> <li>&gt; Coordinates access to product management as appropriate</li> <li>&gt; Knowledgeable about the business &amp; technical implications of your issues</li> <li>&gt; Receives notification of issue escalations</li> </ul>	•		
One TAM site visit per year to discuss support needs	•		
Quarterly personalized conference call	•		
Quarterly executive tech support summary report	•		
Direct access to senior technical support engineers	•		
Installation and configuration profiles	•		
Priority queuing	•		
<b>Technical and Online Support Services</b>			
Remote diagnostics	•	•	•
Online access to log, update, track and escalate requests	•	•	•
Knowledge base	•	•	•
Whitepapers	•	•	•
Progress Communities support forums	•	•	•
Access to critical problem alerts	•	•	•
Lifetime support	•	•	•
Web access to the electronic download center	•	•	•
Access to new releases	•	•	•
Access to service packs	•	•	•
Access to bug fixes	•	•	•
Access to new ports and certifications	•	•	•
Notice of new product releases	•	•	•

\* Lifetime support provides Progress customers assurance that they can contact Progress Technical Support for all products regardless of the life cycle status. Even if a product release is retired, Progress will work with customers towards an appropriate resolution where possible. With the knowledge and skills available, Progress Technical Support will provide commercially reasonable efforts to resolve customer issues and answer customer questions. However, the knowledge and skills required to resolve issues on Retired Phase products is not guaranteed and Progress maintains the discretion to apply this policy to each release and end support if the underlying platform is retired. Lifetime support does not entitle customers to any bug fixes or any other deprecated maintenance and support feature. However, customers that are current on maintenance and support may access existing enhancement releases, service packs, hot fixes, and ports.

\*\* Maintenance and Support are provided in accordance with PSC's maintenance and support policies and procedures in effect at the time of renewal and are subject to change without notice.

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## PROGRESS SOFTWARE

Progress Software Corporation (NASDAQ: PRGS) is a global software company that enables enterprises to be operationally responsive to changing conditions and customer interactions as they occur. Our goal is to enable our customers to capitalize on new opportunities, drive greater efficiencies, and reduce risk. Progress offers a comprehensive portfolio of best-in-class infrastructure software spanning event-driven visibility and real-time response, open integration, data access and integration, and application development and management—all supporting on-premises and SaaS/cloud deployments. Progress maximizes the benefits of operational responsiveness while minimizing IT complexity and total cost of ownership.

## WORLDWIDE HEADQUARTERS

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[www.progress.com/worldwide](http://www.progress.com/worldwide)

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