

# Attachmate Elite Support

An enhanced support program that puts you first



## Who Needs Attachmate Elite Support?

You will appreciate the value of the Elite Support program if you:

- Want to talk to the expert who knows your environment—on your first call
- Cannot wait in the technical support phone queue
- Oversee systems that must be 100% reliable

## Protect Valuable IT Assets

As a vital member of your IT organization's leadership team, you probably spend a great deal of time and effort building and maintaining your organization's reputation for responsiveness, reliability, and value. Your organization has made significant investments in business critical applications and you depend on them daily to deliver.

That's why it is important to be able to work with people who understand the IT environment and place an equally high value on the qualities that result in high performance—people who you can rely on to provide solid solutions in a timely fashion. People who mirror the urgency and importance that you place on your own issues. People who ultimately assist you in building and upholding your organization's image of high value.

There is a high cost and impact associated with application downtime—swift responses and a proactive support program can make a big difference when you have an issue that needs a solution. Attachmate® Elite

Support provides both technical and operational expertise to assist in maintaining your strategic environment, enabling you to focus on your business.

## Quickly Connect to Senior Technical Support Engineers

Attachmate's Elite Support program, delivered by our senior technical support engineering staff (with an average Attachmate tenure of 9.7 years), is designed to help you maximize the return you get on your investment in Attachmate's maintenance program and products.

Attachmate's Elite Support program delivers the highest level of coverage to protect your valuable IT resources. With an emphasis on proactive support and personalized service, the Elite plan quickly connects you to deep technical expertise. It gives you inroads to Attachmate's development organization, and allows you to influence the product direction of the Attachmate solutions you use every day.

As an Elite Support subscriber, you will have an assigned technician, who learns all about your implementation and effectively becomes an extension of your team. You'll have direct access to your technician without waiting in the phone queue.

Elite customers receive the added benefit of Product Lifecycle Extension. When an Attachmate product is deemed 'Discontinued,' Elite customers receive an additional 12 months of support for their product in the 'Retired' phase, as defined in the Attachmate Product Support Lifecycle. See <http://support.attachmate.com/programs/lifecycle>.

### 24x7 Elite

Elite plan subscribers are eligible to purchase 24x7 support to ensure round-the-clock service of mission-critical applications.

24x7 Elite maintenance plans are sold per product category.

### Other Benefits

Our Elite Support customers also receive all the benefits that come with an Attachmate Maintenance plan, including free product version upgrades, service packs, and online service request management. For details, see <http://www.attachmate.com/Support/programs/maintenance/>.

### Call Today for More Information

For more than 25 years, Attachmate has been setting the standard for superior technical support. From the high level of technical expertise to dedicated, responsive service, the Elite program is an exceptional choice for organizations that have deployed business critical applications. To learn more about Elite Support, contact your Attachmate representative today, or go to <http://support.attachmate.com/contact/>.

## Gain the Advantage with Elite Support Benefits

### Quick View—Attachmate Elite

Dedicated technician for your organization

Direct access to technician via phone, web, and email

Designated toll-free number

1-hour target response time

Escalation priority

8 authorized contacts

Remote diagnostics

eService access—24 hours a day, 7 days a week

Annual site visit by your dedicated technician

**Product Lifecycle Extension**—an additional 12 months of support for products in the 'Retired' phase of Attachmate's Product Support Lifecycle

### About Attachmate

Attachmate delivers advanced software for terminal emulation, application integration, and secure communications. Our NetIQ business provides solutions for automating IT processes and managing performance, security, and compliance of distributed IT. With our technologies, more than 65,000 businesses worldwide are putting their IT assets to work in new and meaningful ways. [www.attachmate.com](http://www.attachmate.com).



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