

SYNERGY/DE
Product Support

Product Support Programs

Supporting you as you chart your course to success

Your Synergy/DE products are the foundation of your business applications, and Synergex® is committed to helping you use them effectively. Synergex offers two major product support programs to help you meet your requirements for success: Annual License Maintenance (ALM) and HelpDesk Support™. The ALM program entitles you to all updates and upgrades for 12 months after you sign up or renew your program, allowing you to keep your software completely up-to-date and remain competitive in your industry. Designed for customers who want a comprehensive product support program, HelpDesk includes extensive online references, in addition to telephone and electronic access to Synergex technical support specialists.

▶ CHALLENGE

You want to preserve and enhance the value of your software investment—both for you and for your customers.

▶ SOLUTION

Annual License Maintenance and HelpDesk product support

▶ BENEFIT

Product support and enhancements allow you to stay current while you focus on the needs of your business.

ANNUAL LICENSE MAINTENANCE (ALM)

Annual License Maintenance (ALM) is the easiest and most effective way for you to preserve and enhance the value of your software investment. When your customers and prospects want to upgrade to new operating system versions, they may require upgrades to new Synergy/DE software as well. With ALM, you can be secure in the knowledge that you will be able to meet these demands. ALM offers you free upgrades, allowing you to support your customers as they take advantage of new system technology.

HOW DOES IT WORK?

As an ALM program member, you need only to notify us by e-mail, phone, or fax when you want a new upgrade or update, and we will mail it to you. Or, if you prefer, you can use a login code and password to access the Product Downloads on the Synergex Web site to download releases and patches at your convenience. With each Synergy/DE license you purchase, you receive one year free ALM for that product. ALM is a service that is renewed annually for each license that you and your customers hold.

ONDEMAND LICENSE MAINTENANCE

OnDemand License Maintenance allows you to renew a lapsed license for a discounted price. A lapsed license is one for which you have not renewed ALM. If you decide not to take advantage of HelpDesk or ALM, you can use OnDemand License Maintenance to migrate to a newer version when you require it. When you use OnDemand Licensing to license new versions, you will also receive one year of ALM free. With OnDemand, you choose your own rate of migration—you can do it all at once, or as time and business requirements permit.

Listserv Memberships

HelpDesk customers are encouraged to join the email discussion groups we currently host: synergy-l and oosynergy-l. Synergy-l discusses general Synergy/DE topics, and oosynergy-l focuses on Synergy Objects support. Listserv participants discuss technical issues, share product knowledge and experience, ask help/opinions of other Synergy users, share how-to's and shortcuts, and network with each other.

"My one piece of advice to Synergy/DE developers would be to get enrolled on the Synergy-l listserv. This list contains some real geniuses and a wealth of experience I have never seen anywhere else before."

Kevin Cooney
ICS Computing

SYNERGEX PRODUCT SUPPORT PROGRAMS

Synergy/DE HelpDesk Support provides the following resources:

Experienced Product Support Representatives

Our technical support team is available for telephone support from 5AM to 5PM Pacific Time. The HelpDesk Support representatives have extensive experience with Synergy/DE technologies and are prepared to help you with any problem or question you have with your Synergy/DE products.

Extensive Online Resource Center

Accessible by password and login code 24 hours a day, this "members only" area of the Synergex Web site includes:

- KnowledgeBase, a continuously expanding database of useful technical information for Synergy developers
- CodeExchange, an on-line location where developers can find code that can help them, or offer code for others to use
- TRACKER, a searchable database of Synergy/DE product bugs and enhancement requests
- Product documentation, including Release Notes and Online Manuals

Unlimited contacts and unlimited incidents

Any number of employees from your company may contact HelpDesk Support, enabling the person with the question or issue to get the help he or she needs directly. In addition, you do not have to worry about "counting incidents" as HelpDesk Support covers an unlimited number of issues.

Immediate escalation of critical issues

Critical support issues are forwarded immediately to the HelpDesk Support manager, who will ensure prompt resolution. If necessary, development engineers will produce a product patch to resolve your specific issue.

Online key generation

After ordering your products, you can easily obtain your license configuration keys on the Synergex Web site, giving you remove access to your keys 24 hours a day.

Product downloads

When you have ALM and HelpDesk Support, you can download your product and documentation upgrades free of charge from the Synergex Web site.

Listserv memberships

You can join email discussion groups created for Synergy developers.

Beta test and STAC eligibility

You will be eligible to participate in Synergy/DE beta test programs and Synergex Technical Advisory Committees (STACs), enabling you to provide input on the products that Synergex releases.