

Customer Support Care Sheet

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CUSTOMER SUPPORT AT BMC

Canada and United States

Tel: 800-537-1813 or 713-918-2950

Fax: 713-918-1179

EMEA Contact Information

<http://www.bmc.com/support/emea-contacts.html>

AP Contact Information

<http://www.bmc.com/support/asia-pacific.html>

Contact BMC Customer Support @ customer_support@bmc.com

Your BMC Warranty or Maintenance Agreement allows you access to information and tools to assist with managing your products, accessing BMC's knowledge database, and enhancing your ability to interact with BMC's Customer Support. To make the most of the tools available to you, we recommend you:

REGISTER FOR THE CUSTOMER SUPPORT WEB SITE

The BMC customer support Web site <http://www.bmc.com/support> is available to all BMC customers who have Support Contract IDs.

Registering online at the Customer Support Web Site allows you 24-hour access to:

- Knowledge Base
- Issue Management
- Product Documentation
- Licensing & Passwords
- Maintenance Renewal and Invoicing Inquiries
- Product Availability and Compatibility Guide
- Product Downloads, Patches & Fixes
- Contact BMC Global Customer Services
- Managing Your Environment Profile

To utilize BMC Support Central, you will need to ensure you are using one of the following browsers:

- Internet Explorer version 7 or 8
- Firefox v.3 or greater

In order to access the secure areas of the Web site you will need a Support Contract ID. If you cannot locate your Support Contract ID, submit a request for a Support Contract ID to Customer_Care@bmc.com using your company email address. Please put the words "Support Contract ID" in the subject line. Provide your name and your company's name and any pertinent information about your company, such as other names it may go by, name changes, or acquisitions in the last several years.

Follow the steps below to register for support on the web:

- Go to http://www.bmc.com/support_home
- Click the "Register Now" link located in the Login Details page on the right side of the page
- Complete the required fields on the Registration form – your User ID will be your company email address
- Click "Submit" – verify the content and click "Continue"
- Under "Additional Options", click the link "Subscribe for BMC Customer Support" (if you Subscribe for support later, find the "Subscribe to Support link" on the left navigation bar)

- Log in using your email address as the User ID and the password you just created
- On the next screen enter your Support Contract ID and Contract Password (pin)
- Click “Submit”

SUBSCRIBE FOR PROACTIVE NOTIFICATION

After registering for online support, BMC recommends you take advantage of its Proactive Notification service to stay up to date with your products and on top of your business. To subscribe or manage Proactive Notifications, select “My Support Profile” and choose the appropriate option. This service enables you to receive e-mail notifications regarding:

- New product releases
- Latest fixes
- Technical flashes

Once you have subscribed for Proactive Notification, you will receive email updates whenever new versions, fixes or flashes are released for the products you are using. As you purchase new products, please remember to update your subscription to include the new products.

DOWNLOAD PRODUCT

The Electronic Product Distribution (EDP) Site allows you direct access to your BMC products and offerings. There are 4 steps required to complete a product download:

- Agreement to the Export Validation and License Terms
- Addition of Support IDs (first time use only)
- Selection of products & versions to download
- File Download

As a BMC customer you can trial products using the EPD site. Simply select the “Request Trial” button found on the download site, and select the product(s) you wish to trial. An Account Representative will contact you to validate your request. The Account Representative will then send you an Order Information Form providing you access to the products you wish to Trial. A Trial Support ID will need to be added using Manage Support IDs.

If you have just placed an order with BMC for products to be electronically distributed, you will receive an Order Confirmation e-mail message and an Order Detail e-mail message. These two documents confirm your order and allow you, the customer, immediate access to the EPD site to download the products for which you have purchased a license. The two messages provide you a link to the EPD site and user credentials for login access to the site. The second message you received, the Order Detail, provides a complete list of products for which you have purchased a license and Support Contract ID, which you need to download your products.

GET TECHNICAL ASSISTANCE

1. Search our Knowledge Database

If you have a question or problem with one of your BMC products, the first step toward resolution is to search the extensive Knowledge Database for a resolution to your problem.

You can access the Knowledge Database by selecting the Knowledge Base link on the left hand side of the Support Home page.

2. Contact Support

If you find you still need technical assistance you can create a case online at Support Central. During the creation of a case, you will be required to:

- Provide/verify contact information
- Provide any technical details concerning the issue
- Determine the severity level of the issue based on BMC’s documented Service Level Agreement (SLA). The SLA table is located later in this document.

Note: The initial response time for a case will be based on the case's severity code.

If this is an urgent matter, you may choose to call the Customer Contact Center. Please visit Support Central and choose Support Contacts for information about your local center.

Your issue will be routed to a Technical Support Analyst (TSA) based on its priority. The TSA will take ownership of the issue and begin working it to resolution. During the resolution process, the TSA may escalate to development for additional assistance, always retaining ownership of the case as the customer's advocate.

Your involvement during this process may include:

- Providing system information
- Executing debug commands
- Collecting log files
- Reproducing the issue
- Installing a fix
- Modifying the implementation to conform to the product design

Once your solution has been verified, the case will be closed and the knowledge database will be updated with new information as appropriate.

PROVIDE FEEDBACK

In an effort to improve customer satisfaction, BMC has implemented an online survey to allow you to provide feedback about your recent experiences with Customer Support. BMC appreciates your feedback and we will use your comments to implement improvements to our products and services.

Every week an email is sent to all customers that have closed Issues to participate in a survey. The only exception is if the customer has been surveyed in the last 7 days or have requested not to receive a survey. BMC managers review the surveys in an effort to improve the service BMC provides its customers.

SPEAK TO A SUPPORT MANAGER

If you would like to speak to a support manager, please call the Contact Center and ask to speak to the manager responsible for your issue and they will put you in touch with the appropriate person.

CUSTOMER SUPPORT SERVICE LEVEL TARGETS

Severity Level	Severity	Severity
1	Critical Service Impact Issue critically affects the primary business service, major application, or mission critical system. Customer resources should be available and willing to work on a 24x7 basis with BMC to resolve the issue. Characteristics of a Severity 1 issue include: <ul style="list-style-type: none">• Business service is not operational• Production system crashes• Data integrity at risk• Production backup and recovery operations fail	BMC will use reasonable commercial efforts to immediately connect the customer to a technical support analyst. If direct contact cannot be made, BMC will use reasonable commercial efforts to have a technician respond within 1 Clock Hour.
2	Significant Service or Implementation Impact The business service, major application, or system is seriously affected or implementation stopped. No acceptable workaround is available.	BMC will use reasonable commercial efforts to have a technician respond within 4 Business Hours.

3	<p>Moderate Service Impact</p> <p>The business service, major application, or system is moderately impacted, no data has been lost, and the business service, application, or system is still functioning. The issue may be temporarily circumvented using an available workaround.</p>	BMC will use reasonable commercial efforts to have a technician respond within 8 Business Hours.
4	<p>No Service Impact</p> <p>Non-critical issues, general questions, enhancement requests, or documentation issues</p>	During Business Hours, BMC will use reasonable commercial efforts to have a technician respond within 12 Business Hours.

BMC EDUCATION

Education is a strategic investment for your business, maximizing the value for your employees and business initiatives. Education assures your success with product implementation, promoting complete mastery of all product capabilities and achieving the highest productivity with your BMC solutions.



FOR MORE INFORMATION

Explore our education offerings on: bmc.com/education

Or contact in North America:
 1 800 574-4262
 Email: education@bmc.com

BMC is a global leader in innovative software solutions that enable businesses to transform into digital enterprises for the ultimate competitive advantage. Our Digital Enterprise Management solutions are designed to fast track digital business from mainframe to mobile to cloud and beyond.

BMC – Bring IT to Life

BMC digital IT transforms 82 percent of the Fortune 500.



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