



BMC Software Customer Support

At BMC Software, we know your company success depends as much on your business systems as it does on your business strategy. We understand it's not just about technology – it's about how technology can activate your business and drive your success. You've invested in BMC to help your business advance and you should maximize that investment with the right level of technology support.

BMC Software Customer Support

- » **Worldwide Coverage:** Regional and local support centers are strategically placed in Asia-Pacific, Australia, Europe, Latin America, and the United States. This global infrastructure enables us to provide you with around-the-clock coverage worldwide and in local languages.
- » **Quality Personnel:** Our highly skilled support staff and adaptability to customer business needs make us the right choice to help you eliminate risk and optimize tangible benefits.
- » **Streamlined Offerings:** Taking the complexity out of support offerings makes it easier for you to choose the best level of support for your business needs.
- » **Greater Value:** Ensure you have access to critical information about your BMC products. Our maintenance programs provide you with access to the most current releases and versions of your product – including any fixes, patches, or workarounds.

Business Challenge

To remain competitive in today's business environment, companies must keep up with the latest technology trends to support constantly changing business goals and priorities. New technology is getting introduced at an increasing rate and an increase in mergers and acquisitions is placing more demand on technology to address business impacts than ever before. There is an increased pressure on IT to improve service while maintaining compliance and reducing costs. Trends like these are changing support requirements and forcing customers to consider not only the technology and support needed to address today's challenges but to anticipate tomorrow's challenges as well.

The BMC Solution

BMC Software Customer Support is a quality-driven organization committed to continuous improvement. Our goal is to help you quickly avoid and resolve problems or questions, ensuring availability of the systems and applications that your business depends on. By providing comprehensive maintenance plans and services, we ensure that BMC customers receive the highest quality application and technical support assistance at a level that is right for their current business needs.

BMC Customer Support plans and services are competitive within the software industry, flexible, and allow our customers to customize the level and type of service they receive from BMC. Services range from basic reactive support up to the most proactive, hands on, strategic guidance and support available in the industry today, delivered by dedicated support engineers and relationship managers

Streamlined Choices for Planning Support Needs

We know you have little available time to research support options. You want to choose your level of support and get on with your work. BMC offers three levels of standard and premier support options that are designed to fit your needs and the technologies you manage.

BMC Fast-Track Support is our base level option for customers who do not have global requirements or do not use BMC Software in a strategic manner in their environment. This option includes support 12 local business hours a day, five days a week (excluding published holidays). This option also includes a one business hour response time to Severity-1 issues.

BMC Continuous Support provides more comprehensive support. 24 hours a day, 7 days a week (including published holidays) for Severity-1 issues. This option includes a one clock-hour response time for Severity-1 issues. If your business never stops, BMC Continuous Support is the right choice.

BMC Premier Advanced Product Support is for customers that want to minimize the impact that product and support issues can have on the success of their implementation. Customers will receive a one hour response service level agreement (SLA) for all their support issues. They will have a named support manager and a shared or dedicated support engineer assigned their specific product implementation. The support manager and support engineer will be familiar with the customer's environment and will provide consistent ownership in the resolution to all customer support issues. The support engineer will build a mock up of the customer's environment in the BMC lab for reproducing support issues and testing fixes without impacting the production environment.

Key Support Benefits

Whichever level of support you choose; you'll receive many of the same great benefits. Our goal is to provide you with the tools and processes that enable you to quickly get back to business.

Each of the BMC Software Customer Support offerings feature:

- » Availability via phone, e-mail and the Web
- » Access to all product upgrades and patches
- » Up-to-date product knowledge databases that provide answers and fixes to commonly asked questions and problems
- » An automated proactive email notification system to help you quickly resolve many support issues
- » Access to comprehensive product documentation including up-to-date guides, manuals, technical bulletins, flashes and release notes

Additional features of the BMC Premier Advanced Product Support option include:

- » Single point of contact for escalation of support issues
- » Regular support issue reviews
- » Quarterly site visits for planning purposes
- » Learning Pass Credits for online and classroom education
- » Annual environment review and architecture recommendations

Offering	Hours of Operation	Initial Response Goals	Key Features
BMC Fast-Track Support	Local Business Hours 12 x 5	S1 = 1 business hour S2 = 4 business hours S3 = 8 business hours S4 = 12 business hours	Support for Severity 1 in one business hour 12 x 5 (holidays excluded)
BMC Continuous Support	Continuous Hours 24 x 7	S1 = 1 clock hour S2 = 4 business hours S3 = 8 business hours S4 = 12 business hours	Support for Severity 1 issues 24 x 7, 365 days a year Tighter Service Level Agreements ensure your issues are handled as quickly as possible
BMC Premier Advanced Product Support	Continuous Hours 24 x 7	S1 = 1 clock hour S2 = 4 business hours S3 = 8 business hours S4 = 12 business hours	Designated Support Account Manager (SAM) and Shared or Full-Time Product Support Engineer (PSE) assigned to you and focuses on your business and your environment

Note that not all support offerings are offered for all BMC products.

Due to the critical nature of the applications, BMC Service Assurance products require BMC Continuous or BMC Premier Advanced Product Support.

BMC Premier Support Services

In addition to our BMC Customer Support options, BMC offers the Premier Technical Advisor Service. The BMC Premier Technical Advisor Service is an offering for customers that want BMC to play an active role in their IT planning and overall strategy as it relates to BMC Enterprise solutions. Sold in addition to a BMC Customer Support solution, the BMC Premier Technical Advisor Service would provide a shared or dedicated Technical Client Lead (TCL) assigned to the customer's project or support teams. The TCL will take a broader perspective of all the BMC software solutions installed in the customer's environment, with the primary focus on maximizing the value received from the customer's software investment. The TCL will work with the customer as they implement their BMC solution and provide them ongoing proactive technical advice relevant to their environment and business objectives. The TCL will also act as the customer's advocate within BMC.

Hours of Operation

- » Business Hours: The extended hours that BMC Customer Support is available beyond standard office hours, generally 12 hours per day during a five-day business week. Integrates out-of-the-box with BMC and third party solutions
- » Continuous Hours: 24 hours a day, seven days a week.

For More Information

For more information on BMC Customer Support, please visit www.bmc.com/support.

BUSINESS RUNS ON I.T.
I.T. RUNS ON BMC SOFTWARE
Business thrives when IT runs smarter, faster, and stronger. That's why the most demanding IT organizations in the world rely on BMC Software across both distributed and mainframe environments. Recognized as the leader in Business Service Management, BMC offers a comprehensive approach and unified platform that helps IT organizations cut cost, reduce risk and drive business profit. For the four fiscal quarters ended March 31, 2009, BMC revenue was approximately \$1.87 billion. Visit www.bmc.com for more information.