BMC Software Customer Support

At BMC Software, we know that your 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 drive your business success. Now that you’ve invested in BMC to advance your business, let us help you maximize that investment with the right level of technology support.

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 more and more frequently, and an increase in mergers and acquisitions is placing more demand on technology than ever before. There is an increased pressure on IT to improve service, while also maintaining compliance and reducing costs.

Trends like these are changing support requirements and forcing customers not only to consider the technology and support needed to address today’s challenges, but also to anticipate tomorrow’s challenges as well.

The BMC Solution

BMC 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 upon which your business depends. By providing comprehensive maintenance plans and services, BMC Software Customer Support ensures that you receive the highest quality application and technical support assistance at a level that is right for your current business needs.

BMC’s flexible support plans allow you to select the level and type of service you receive from BMC. Services range from comprehensive 24x7 support 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 standard and premier support options that are designed to fit your needs and the technologies you manage.

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<td>BMC Premier Advanced Product</td>
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**Key Support Benefits**

» Availability via phone, e-mail, and 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

» Automated proactive email notification system ensuring you know the latest product information

» Access to comprehensive product documentation, including guides, manuals, technical bulletins, flashes, and release notes

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**BMC Continuous Support**, our standard support option, provides 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, and the following standard support features:

» Availability via phone, e-mail, and web ([www.bmc.com/support](http://www.bmc.com/support))

» Electronic download access to all product upgrades, patches/fixes, and technical documentation

» Knowledge database search

» Subscription services to alert you of important product information

» Follow-the-sun global support

**BMC Premier Advanced Product Support** is for customers who want to minimize the impact that product and support issues can have on the success of their implementation. With this option, you receive a one-hour response service level agreement (SLA) for all support issues and have a named support account manager and shared or dedicated support engineer assigned to your specific product implementation. These assigned resources are familiar with your environment and provide consistent ownership in the resolution of all customer support issues. The support engineer builds a sandbox of the customer’s environment in the BMC lab for reproducing support issues and testing fixes without impacting the production environment.

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

» Single point of contact for escalation of support issues

» Support engineer with technical expertise on the product and your environment

» Regular support issue reviews

» Site visits for planning purposes

» Annual environment review and architecture recommendations

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**Hours of Operation**

Hours of operation represent typical business hours and days in the United States. Hours and days may vary in countries other than the United States. Refer to the [Contact Support](http://www.bmc.com/support) page for the business hours of your local or nearest BMC Support contact center.

» **Continuous Hours:** 24 hours a day, seven days a week for Severity 1 issues, includes published holidays.

» **Local Business Hours:** For Severities 2 – 4 issues, 7am-7pm, Monday – Friday, excludes published holidays.

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**For More Information**

BMC Support Central is your one-stop location for all things support, including:

» Support policies

» Product availability and compatibility

» Licensing and passwords

» Beta programs and support news

For more detailed information on BMC Customer Support offerings and resources, please visit [www.bmc.com/support](http://www.bmc.com/support).