



### Highlights

- Flexible and well-defined support options
- Direct tie between technical support engineers and product engineering
- Web-based resources including searchable Knowledge Base
- Access to new releases and updates at no extra charge

## Veryant Customer Support

### Dedicated, experienced technical support

With a dedicated and experienced global team, Veryant is committed to providing the highest level of customer satisfaction and technical product support. We recognize the need for quality support services in today's complex development and production environments and our engineers are focused on helping customers successfully use and deploy our products.

#### Introduction

Veryant offers flexible and comprehensive support options. Customers can choose between Standard and Platinum support levels, depending upon business needs.\* Support engineers are available to answer questions over the telephone, e-mail and the Web.

The technical team at Veryant is also backed by an online customer support site. This site allows customers to access patch releases, software, documentation and bug fixes 24 hours a day, as well as report problems directly to the support staff. Included on the customer support site is a searchable Knowledge Base and access to all product documentation.

#### Standard Support

Standard Support offers customers a comprehensive care solution. Under the Standard Support plan, customers are provided with remote email and Web-based support services for all covered products during weekdays (Monday through Friday) from 3:00 am until 8:00 pm US Eastern Standard Time (EST).\*\*

Under Standard Support, a response from Veryant can be expected within one business day or less on any reported problem. Supported customers also have complimentary access to product updates and releases and are informed about the availability of product updates and new releases through the Veryant Community email service.

#### Platinum Support

Platinum Support offers the highest level of care and ensures that all critical product issues are addressed by Veryant in an urgent manner.

Under the Platinum Support plan, Priority-1 issues as defined in the contract Service Level Agreement (SLA), are responded to within two hours or less, regardless of the day of the week or time of the day. All other non-Priority-1 issues are addressed as specified in the Standard Support plan. As with Standard Support, customers also have complimentary access to product updates and releases.

\* Support levels discussed in this document are for direct customers of Veryant LLC. Support agreements arranged with a Veryant Reseller may differ from those described here.

\*\*Except public holidays observed by Veryant in its ordinary course of business.

### Product upgrades and new releases

Included with every support plan is complementary access to product upgrades and new releases. Veryant publishes a Release containing all products for general availability (GA) approximately three times per calendar year. A Release can include new products and features as well as a roll-up of fixes. For example, in 2010 Veryant plans to release isCOBOL 2010 R1 in the first quarter, isCOBOL 2010 R2 in the third quarter, and isCOBOL 2010 R3 in the fourth quarter of the calendar year. New products and features are included in a Release in accordance with the requirements of our customers and Veryant's product roadmap.

### Conclusion

At Veryant, we believe that service is vital to our customers' success and to the ongoing implementation and future direction of our technology. In our service model approach, the development team and support team are tightly coupled together to deliver rapid, yet thorough solutions to customer issues. We view every support case as an opportunity to improve our product roadmap and enhance our understanding of our customers' use and implementation of our technology.

*"I'm quite impressed with Veryant. Product performance is excellent, and support has been outstanding. This has been a very good long-term decision for us."*

John Jackson, President, SoftwrX

### About Veryant

With an extensive COBOL and Java heritage, Veryant delivers software that optimizes IT resources, improves business performance and revitalizes programming resources. Whether your business is extending applications with new user interfaces, evolving existing applications through SOA, or improving quality and distribution processes, Veryant's expertise and innovative products will increase the productivity of your applications.

For additional information, please visit [www.veryant.com](http://www.veryant.com).



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Customer Support REV 2.1