Veryant Customer Support
Dedicated, experienced technical support

With a dedicated and experienced global team, Veryant is committed to provide 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; our engineers are focused on helping customers successfully use and deploy our products.

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

Introduction

Veryant offers flexible and comprehensive support options. Depending on business needs*, customers, can get the Standard, Premium or Enterprise support levels . Support engineers are able 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 in the customer support site there is a searchable Knowledge Base and full access to all product documentation.

Support at glance

Each Support Level Plan 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).** Customers may expect a response from Veryant 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.

Support extension

Special agreements, signed as amendments to the standard agreement, allow customers to extend the technical support to 16/6 or 24/7. Veryant offers the highest level of support and ensures that all critical product issues are addressed by Veryant in an urgent manner. Priority-1 issues as defined in the 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, Premium or Enterprise Support Plans. In all Support Plans, 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

Every support plan has a complementary access to product upgrades and new releases. Veryant publishes at least one Release a year containing all products for general availability (GA). A Release can include new products and features as well as a roll-up of fixes. 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 for the ongoing implementation and future direction of our technology. In our service approach, the development team and support team are tightly grouped together to deliver rapid, thorough solutions to customer issues. We view every support case as an opportunity to improve the product's roadmap and increase the understanding of our customers' use and implementation of Veryant's 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.

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Veryant. 4455 Murphy Canyon Road, Suite 209; San Diego, CA 92123