



Customer Support Handbook

December 2008 Revision



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About Birdstep Technology Customer Support

Birdstep Customer Support provides enterprise-class support, around the clock, for mission-critical applications and processes for hundreds of customers worldwide. Birdstep has over 20 years of experience supporting business analysts, architects, designers, developers, testers, operations specialists, administrators, and the full breadth of corporate teams responsible for application lifecycle management.

Birdstep Technology's world-class customer support engineers are true experts in the RDM product line and key related technologies. Support engineers have full accountability for the resolution of an assigned case, acting as the customer's single point of contact and coordinating the efforts of local support teams, specialists in remote support organizations, third-party vendors, and Birdstep Technology product engineering teams.

With fully staffed support offices around the world, Birdstep Technology Customer Support has the infrastructure to fully support global corporations using both technology and expertise. By using a web-based case tracking system, Birdstep Technology support engineers know they are working with the latest details and status of each case.

Customers can provide instant case updates via our support site at <http://support.raima.com>, or view up-to-date case progress documented by Birdstep Technology support engineers.

Customers may open cases with Birdstep Technology Customer Support via our support site, or by calling Birdstep Technology's customer support telephone number at **206-748-5333** or toll-free at **1-877-462-2473**.

Cases are assigned directly to Birdstep Technology customer support engineers for investigation and resolution, according to engineer skill sets and availability. With a focus on enterprise production support, resources are prioritized for maximum response to issues occurring in production environments, including rapid access to Birdstep Technology product engineering teams as necessary, to minimize costly production downtime.

All incoming customer inquiries, including both customer support cases and non-technical administrative issues, are answered directly by Birdstep Technology Customer Support and either handled or escalated appropriately. Customers know that their concerns are being heard directly by Birdstep Technology, with readily available escalation channels directly to Birdstep Technology management.

Birdstep Technology Customer Support can provide you with:

- Rapid, friendly responses to your requests
- A wealth of technical knowledge at your fingertips
- Information tools and fixes to prevent known software problems
- Timely responses and resolutions for all of your software inquiries and issues
- Answers to your software usage and functionality questions
- Up-to-date service and installation information
- Consistent support options for all of your Birdstep Technology Database Software



About This Handbook

This handbook lets you know about our organization and the services we can provide to you. Because we care about your success, we want to help you receive the service you need. This handbook will explain how you can customize your Birdstep Technology Customer Support options to maximize the benefits for your organization. In addition, we'll also direct you to other valuable sources of information that you will find extremely beneficial.

Note that information in this handbook can be subject to change at any time to improve upon the level of service that we provide to you.

Additionally, this handbook sets a clear, explicit set of standards for Birdstep Technology Customer Support. Our employees and customers share visibility into this public commitment. We hold ourselves to these standards; let us know if you feel we are falling short.

Birdstep Technology Customer Support Services Mission

Birdstep Technology Customer Support Team is comprised of Consulting Services, Customer Support, and Learning Services. Our Mission is:

To serve as a customer advocate by providing world class Technical and Customer Support via a comprehensive set of consulting, education, and customer support solutions that accelerate the RDM development lifecycle, enabling our customers to develop world-class, small footprint database applications.

Our mission is to achieve the highest level of customer satisfaction, success and loyalty by promoting an environment that holds excellence, accountability, and customers in the highest regard.

Commitment to Quality

We strive to gain customer satisfaction by consistently providing fast, friendly and effective service. Fulfilling this obligation is considered a privilege and a responsibility for each of us.

At Birdstep Technology, we are committed to excellence, in both product and support, and we will continually strive to improve and enhance our world-class Customer Support team and customer experience that we deliver.

As an industry leader and driving force behind new database technology, we are dedicated to helping our customers achieve success and meet their business objectives through the power and full potential of our product solutions, tools and services.



Birdstep Technology is dedicated to:

- **Listening to our customers** and responding in a professional, timely and friendly manner.
- **Providing our customers with exceptional service** by fostering an environment of continuous improvement and satisfaction.
- **Respecting the needs and rights of the individual**, whether customer or employee, and always treating each with courtesy, integrity and honesty.
- **Expanding Birdstep's quality-driven global presence** by servicing our customers around the world.

We are also committed to:

- Exceeding your support requirements – all the time.
- Providing a range of services and technologies that complement your information technology.
- Helping you achieve the levels of system availability that your business requires.
- Enabling you to achieve the system productivity required to meet your business objectives.
- Providing a clear, consistent and comprehensive structure to meet your Customer Support needs.
- Improving our support and service processes continuously.

Our People

Birdstep Technology's world-class Customer Support Engineers are true experts in the Birdstep Technology product line and all related technologies. Support Engineers have complete accountability for the resolution of an assigned case, acting as the customer's single point of contact.

Our talented teams of individuals seamlessly work together to provide you with the support you need. Customer Support works side-by-side with both Developers and Quality Assurance to expedite resolutions and provide customer feedback on product issues. Since all levels of development and support sit in the same location, we are able to offer you the highest level of technical knowledge possible without any delay.

Worldwide Support Coverage

Our Support Engineers committed to working with a global audience. We have a well-built technical infrastructure to assist with just about every time of issue, regardless of locale.

Hours of Operations

Standard business hours for Birdstep Customer Support are 8:00 am to 5:00 pm U.S. Pacific Time Monday-Friday (except U.S. holidays). After-hours support is available if needed, on a pre-arranged fee schedule.

How to Contact Birdstep Customer Support

Birdstep Customer Support is available to you by the following methods:

- **Customer Portal** – <http://support.raima.com>
- **Email** – support@birdstep.com
- **Telephone** - 1-206-748-5333 or 1-877-462-2473

Birdstep Customer Support Online

We have recently made changes to our website, www.birdstep.com, to give you more options and information regarding the support of your product. The new additions to the site are:

- **Customer Portal** – here you can create or view new and closed support cases. Here you can upload files to support, and download fixes and patches from a Support Engineer. You can also view your product licenses and contracts. You can request a login by emailing support@birdstep.com
- **Knowledge Base** – Find valuable information about your RDM product. You can also use this site to post comments about an issue, or suggest a new article.
- **Community** – This community message board is meant to help you get in touch with other users of RDM products so you can get new and fresh ideas about deploying your database product

Support Offerings

Birdstep Customer Support Offerings provide the benefit of qualified Customer Support Engineers ready and willing to solve any technical issue. Flexible support agreement options address the needs of all customers, whether large or small. Each option is designed to provide you with the technical support you need to keep your applications running at full-productivity.

Birdstep Technology currently offers many forms of support associated with the benefit packages Standard, Enhanced and Premium support.

Custom support agreements are possible (Non-Standard Support) and support for legacy versions/unsupported products (Legacy Support).

Each offer has several similarities and as well as different coverage window, response times, and other customer care benefits.

Product Support Options and Lifecycle

Product support and maintenance is offered for many versions of product, for varying number of years based on the following table. The support period should be considered the maximum term of a support agreement.

Table 1: Product Support Options and Lifecycle

| Product | Version | Support Offering | Support Period |
|---------------------|---------|-------------------|----------------|
| RDM Embedded | 5.x | Legacy | As Negotiated |
| | 6.x | Legacy | As Negotiated |
| | 7.x | Legacy | As Negotiated |
| | 8.x | Standard; Premium | 3 Year Max |
| | 9.x | Standard; Premium | 5 Year Max |
| RDM Server | 2.x | Legacy | As Negotiated |
| | 3.5 | Legacy | As Negotiated |
| | 4.0 | Legacy | As Negotiated |
| | 5.0 | Legacy | As Negotiated |
| | 6.x | Standard; Premium | 3 Year Max |
| | 7.x | Standard; Premium | 3 Year Max |
| | 8.x | Standard; Premium | 5 Year Max |
| RDM Mobile | 2.x | Legacy | As Negotiated |
| | 4.0 | Standard; Premium | 3 Year Max |
| | 5.0 | Standard; Premium | 5 Year Max |

Support Levels

When support is initiated for a customer, a support guidelines document (specific to the support program) is provided which outlines the services included, contact information, and the escalation procedure.

Birdstep Technology offers the following levels of support:

- Standard
- Premium
- Legacy

The following is a comparison of the Support offerings listed above:

Table 2. Support Options

| Database Customer Services | Standard | Premium | Legacy |
|--|-----------------|----------------|---------------|
| Unlimited communication & personal replies | X | X | X |
| Access via email or phone direct to development engineers | X | X | X |
| Access to product specialists through email, web, phone or fax | X | X | X |
| Escalation up to VP and CEO when needed | X | X | X |
| Live phone operators on duty at USA dispatch center | X | X | X |
| Phone us 8am-5pm Mon-Fri Pacific Time | X | X | X |
| Expert response within 4 hours | X | X | X |
| Problem investigation | X | X | X |
| Problem workaround suggestions | X | X | X |
| Developer logs into your system for debug assistance | X | X | X |
| Custom builds to assist with problem resolution | X | X | X |
| On-line help with crashes & recovery | X | X | X |
| Minor version/feature updates on Internal Development Licenses and Bug Fixes | X | X | X |
| Product CD replacement | X | X | |
| Check-up of OS kernel, library, & file system dependencies | X | X | |
| Check-up of database configuration | X | X | |
| Custom binary builds | | X | |
| Performance analysis and optimization recommendations | | X | |
| Consultations on backup & recovery | | X | |
| Consultations on best practices | | X | |
| Schema design assistance | | X | |
| Expert response within 1 hour | | X | |
| Access to entire dev team 24x7 in emergencies | | X | |
| Place emergency calls to developers 24x7, 365 days/year | | X | |
| Replies to emergency calls in 30 minutes 24x7 | | X | |
| Named personal support engineer as your liaison | | X | |
| Named personal development engineer as backup liaison | | X | |

| Database Customer Services | Standard | Premium | Legacy |
|--|----------|---------|--------|
| On-site product training | | X | |
| On-site application design workshop | | X | |
| Major version/feature upgrades on Internal Development Licenses | | X | |
| Major version/feature upgrades discounted on Internal Development Licenses | X | | X |

Standard Support

Standard Support includes the following services for supported products:

- Queued access to a team of product specialists
- Unlimited calls per year for a single customer contact
- Targeted response time of four working hours for high priority (P1) calls and 8 working hours for lower priority calls.
- Product CD replacement
- Minor (e.g., 2.1, 2.2, 2.3, etc.) and patch releases are provided as available.
- The right to purchase Major Version Upgrades at a 70% discount off Birdstep's development license list price.

The Standard Support offering provides the following significant values to you:

- Prompt product problem determination and resolution
- Emergency issues immediately escalated
- Customer development efforts continue without interruption
- Customer Applications stability
- Keeps customers current with latest releases and features
- Continued relationship eases migration to newer versions and capabilities
- Personalized, quality, customer service representatives
- Rigorous escalation process to ensure timely resolution
- Web accessible case status
- CD insurance

Premium Support

Premium Support includes the following services:

- 24 hour by 7 day emergency production down support (if reported during normal operating hours)
- Named Customer Account Manager with a designated backup engineer
- Unlimited calls to our customer support line for five designated customer support contacts
- Targeted response time of 30 minutes for high priority (P1) calls and 1 working hour for lower priority calls
- Product CD replacement
- Major Version Upgrades (e.g., 5.0, 6.0), Minor (e.g., 2.1, 2.2, 2.3, etc.) and patch releases are provided as available.
- Database operation performance analysis report (one per year)
- 16 hours development assistance on schema design, optimization techniques or general questions (travel not included if onsite requested)
- Onsite Training Class at one defined location (limited to maximum of 5 days. Up to \$2,000 of travel expenses included)

The Premium Support offering provides the following significant values to you:

- No charge for Major releases
- Designated support engineer offers prioritized resolution to case management
- Expedited product problem determination and resolution
- Around the clock assistance in production down situations
- Emergency issues immediately escalated
- Customer development efforts continue without interruption
- Customer Applications stability
- Keeps customers current with latest releases and features
- Continued relationship eases migration to newer versions and capabilities
- Rigorous escalation process to ensure timely resolution
- Web accessible case status
- CD insurance
- Scientific analysis of database operation under the customer's application
- Quickly trained and productive development staff

Legacy Support

Often, customers that do not wish to migrate/upgrade to the currently supported version of the product, may still wish to maintain the ability to call with questions, get bugs fixed, and receive the upgrade discount sometime in the future. Legacy support is essentially Standard Support for old software.

Legacy Support includes the following services for old products:

- Unlimited calls to our customer support line
- Queued access to professional services
- Targeted response time of four working hour for high priority (P1) calls and eight working hours for lower priority calls.
- The right to purchase Major Version Upgrades at a 70% discount off Birdstep's development license list price.
- Bug fixes as requested by the customer

The Legacy Support offer provides the following significant values to you:

- Prompt product problem determination
- Customer development efforts continue without interruption
- Customer Applications stability
- Keeps customers educated regarding the latest releases and features
- Continuing patch/fix support for their legacy product
- Continued relationship eases migration to newer versions and capabilities
- Major Version Upgrade discount
- Personalized, quality, customer service representatives

Assigning a Severity Level to an Issue

New support incidents are evaluated for severity and derived from your view of the criticality of the issue. You may assign a severity on the issue, or the Support Engineer may upgrade, or downgrade the severity based on email or conversations. The severity level will always be agreed upon between you and the Support Engineer, and can be adjusted to fit your needs.

The following chart contains the definitions we use to assign a severity level to your support issue:

Table 3. Severity Levels

| Severity Level | Condition / Impact |
|----------------|---|
| High | This results in a <u><i>critical business impact</i></u> for a production system. A response will be given immediately, and the problem resolution will be worked on with the highest priority. |
| Medium | This results in <u><i>some business impact</i></u> for a production system. A response is given in 12 business hours. |
| Low | This results in <u><i>minimal business</i></u> impact. A response is given within 24 business hours. |