

# Attachmate Maintenance

Protect your IT investments. Keep pace with technology changes.

The most cost-effective business decision you can make is to acquire the right software for your needs. Then protect your investment with a generous, well-rounded maintenance program.

Attachmate delivers the best software money can buy for extending, managing, and securing host systems. Because our products are so reliable, they call for a different kind of maintenance program—one that provides immeasurable benefits for your organization. With the Attachmate® maintenance program, you get:

- The assurance that your Attachmate software will seamlessly integrate into your continually evolving IT infrastructure.
- System stability in the wake of technology migrations.
- The knowledge and resources necessary to help you handle even the most unpredictable IT issues.

## How Maintenance Helps Meet Your IT Goals

Most IT organizations agree: the ideal maintenance program would help reduce business risks, relieve the burden on in-house IT staff, and ease the transition to new technologies. It would also provide automatic access to new functions that enhance productivity and decrease total cost of ownership. Attachmate maintenance plans can help you realize those goals.

## Industry-Leading Technical Support

In addition to its other benefits, Attachmate maintenance provides worldwide access to our seasoned technical support team. These skilled practitioners, with an average tenure of over eight years, deliver expert troubleshooting to protect and optimize your software. It's like having a support safety net that helps you bounce back from unforeseen events.

## Attachmate Maintenance Plans Cover the Spectrum

For maximum flexibility, Attachmate provides Basic, Elite, and 24x7 Elite maintenance plans.

### Basic Maintenance Plan

The Basic plan is designed to handle the needs of non-complicated IT organizations. This plan delivers access to upgrades, service packs, our extensive knowledgebase, and our experienced technicians. In addition, you have the ability to manage your support interactions and product entitlements online—and in real time.

### Elite Maintenance Plan

If you purchase the Basic maintenance plan for all licenses of a product, you can qualify to buy the Elite maintenance plan. In addition to the features offered in Basic maintenance, the Elite plan gives you enhanced access to Attachmate support, development, and technical expertise through a designated “Elite” technician who knows and understands your specific IT environment. Your technician works directly with the Attachmate development team, and can help solve issues with priority case escalation.

At your request, your Elite technician will visit your site to address your most pressing issues and questions. Elite technicians can assist with best practices on topics such as deployment, security, product customization, standardization, and scripting. Elite technicians can also help you deliver product training to help maximize your software investment. If you choose, you can reverse the site visit, traveling to Attachmate offices to meet technical staff, product managers, and/or senior leadership.

“What I like best is that I get a live voice at the other end of the line. I am not left wondering if you’ll get back to me. Seth was great! Not only did he help me with my primary question, but I also bombarded him with some other things as they came up. He didn’t get frustrated or blow me off. He even took the time to make a final call to see that everything was resolved before he closed out the logs.”

- Michael Kanyid  
Senior Research Scientist  
Pacific Northwest  
National Laboratory

### 24x7 Elite Maintenance Plan

Elite plan subscribers are eligible to purchase 24x7 protection, to ensure round-the-clock service of mission-critical applications. The 24x7 Elite maintenance plan provides everything in the Basic and Elite plans, as well as after-hours access to technical support for critical priority issues—with a one-hour response time target.

### Can You Afford to Say No?

IT organizations are increasingly squeezed by budget constraints. But software maintenance should never be a negotiable line item. Why is it so important? The technology market is constantly imposing new complexities on your enterprise—whether it's convenient for you to deal with them or not.

Attachmate helps you stay on top of technology changes by integrating new technologies, supporting new operating systems, and adding new features—especially for improving host security and user efficiency. Keep in mind, however, that you need maintenance to get the technical support, service packs, and software upgrades. Attachmate maintenance helps you proactively manage change—while you ensure uptime for your mission-critical systems.

A prime example of the value of your maintenance investment is Attachmate's commitment to providing Windows Vista® certified solutions at no additional cost to our maintained customers. Attachmate

is proud to have delivered the first application in the world Certified for Windows Vista. Our uncompromised support for new and emerging technologies reflects Attachmate's history of innovation and ongoing commitment to your success.

Furthermore, there are some practical drawbacks to delaying or declining the maintenance decision. Organizations wanting to reinstate maintenance that has lapsed (or wanting to initiate it after the purchase deadline) can expect to pay at least triple the normal cost of maintenance.

But more important, a large part of your success rides on a resilient, up-to-date IT infrastructure, backed by top-notch technical support. With Attachmate maintenance, you can rest assured that you are not leaving that to chance.

**“I really appreciate the courtesy and efficiency of the technicians. I am very satisfied with the response and the response time.”**

- Barbara Capps  
Blue Cross Blue Shield  
of South Carolina

Attachmate Maintenance Plans	Basic	Elite	24x7 Elite
Free product version upgrades, service packs, and other exclusive file downloads	X	X	X
Real-time online service request management	X	X	X
Online access to entitlement information, licensed quantities, and maintenance expiration dates	X	X	X
Unlimited web access to a comprehensive solution library	X	X	X
Reduced license costs with volume price-level protection	X	X	X
Trade-in options at discounted prices	X	X	X
Discounts on multi-year renewals	X	X	X
Cumulative maintenance volume discounts	X	X	X
Special pricing for Attachmate technical training	X	X	X
Authorized technical support contacts	4	8	8
A designated technician as your single point of contact		X	X
Priority service request handling		X	X
High visibility for product enhancement requests		X	X
Annual site visit, at your request		X	X
Target response time		1 hour	1 hour
Product Support Lifecycle Extension		X	X
24x7 technical support access			X

Note: Maintenance fees are payable in advance and are non-refundable. Detailed terms and conditions are defined in the current Attachmate Maintenance Plan document. All Maintenance purchased during the Maintenance term will be synchronized to your existing Maintenance expiration date. Customers purchasing Maintenance for a product must purchase Maintenance on all licenses of the product on the Volume Purchase Account (VPA). Attachmate does not offer "partial" Maintenance. Customers wishing to activate Maintenance on product that does not have current Maintenance must upgrade all copies of that product prior to purchasing Maintenance on any copies of the product. Maintenance fees are due with each additional license order or on designated True Up Date(s) if such date(s) are referenced in your letter agreement or quote from Attachmate. If an advance purchase is made for more than 1 year of Maintenance, then Maintenance for the remaining multi-year Maintenance term must be purchased with any additional licenses of maintained products acquired during the Maintenance term.



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