

# **CUSTOMER SERVICES REFERENCE GUIDE**

**BUILDING SUCCESS THROUGH  
WORLD-CLASS EDUCATION, CONSULTING,  
AND TECHNICAL SUPPORT**

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## OVERVIEW:

### HOW TO GET THE MOST FROM YOUR TECHNOLOGY INVESTMENT

Sybase customer service programs offer accurate, efficient, and convenient methods of transferring vital technical knowledge to you. We deliver some of the most sophisticated and comprehensive service offerings in the software industry:

- Technical support services are available to meet your needs, whether you are a developer requiring occasional support or an international organization requiring constant availability. Our support organization is part of a worldwide network of systems, services and passionate people designed to ensure that our customers receive the highest quality customer service and technical support.
- Education services offer high-quality training that teaches you to work with Sybase and associated technology products more effectively and productively. We have convenient delivery formats to help you optimize your time, learning and budget. Our range of training products and services makes it easy to develop individual and team capability in today's rapidly changing technology environment.
- Consulting services provide a full range of offerings for business and technology solutions that deliver results; as well as the experience and vertical market expertise to help businesses rapidly implement enterprise solutions. These services range from developing complete technology strategies to conducting specific technology and architecture assessments.

For all of our services, we make extensive use of feedback from customer surveys and user groups to ensure continuous improvements. Whether you take advantage of our world-class technical support, education, or consulting, you can be assured we are committed to giving you the most for your technology investment.

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## TECHNICAL SUPPORT SERVICES

At Sybase we understand that no two businesses are alike. That's why we designed our technical support services to be extensive and flexible enough to let you choose the level of service that your business requires. Whether you take full advantage of our electronic support services, or enroll in one of our technical support plans, you connect immediately to the expertise you need. And if you discover you require additional support, scaling up to programs offering a higher level of assistance is easy.

### ONLINE SUPPORT SERVICES

#### Easy Answers with MySybase

Applying the latest electronic technologies and customer-requested enhancements, MySybase provides access to vast sources of problem-solving information, allowing you to:

- Manage your cases online
- Find answers by searching technical and product documentation and solved cases
- Exchange ideas with your user community through interactive forums
- Download the latest EBF's, demos and full product releases
- Access personalized, proactive support with email updates, customized support pages, the ability to add your own portlets to access other sites, and more

#### Technical Documents

Technical Documents is your complete digest of the latest support-related technical information, including tech notes, FAQs, certification and problem reports, and white papers. You can easily search for or set your profile to view all the technical documents through our personalized site.

#### Product Manuals

Our product- and platform-specific manuals are posted online so you can quickly pinpoint the information you require. Documentation on CD is included with product shipments as available. Additional copies of CDs or hard copy documentation can be purchased separately.

#### Solved Cases

By reviewing the solved cases database, you can find information on situations similar to yours, then put the solution to work for you.

#### Electronic Case Management

Designed to afford you flexibility and independence, you can log new cases; attach pertinent files; update case information; check case progress; and view a list of cases at your convenience.

### Electronic Software Downloads

Easily download the latest software updates, patches, and full product releases. Quickly locate information regarding fixed bugs.

### Newsgroups

For fast and flexible idea exchange, newsgroups let you communicate with product engineers and other users about your specific issues. Each newsgroup is categorized by product, so finding the information and resources you need is easy.

### FREE INSTALLATION SUPPORT

We offer free installation assistance to registered customers. Sybase provides a complimentary two-case technical support pack to assist you with installation and configuration questions. This case pack is valid for 60 days after your initial call. Additional free installation and configuration information is available through querying the Technical Documents, reviewing online product documentation, and posting questions to other users about specific issues through the newsgroups.

### SUPPORT PLANS

Our service and support plans are flexible and will allow you to determine how deeply you want Sybase involved on an ongoing basis—from simple reactive support to dedicated resources focused solely on you.

Sybase SupportNow Technical Support Plans provide telephone access to our Technical Support organization and a variety of other support services:

- **SupportNow Basic, Extended and Enterprise Plans** provide comprehensive support, including new software version releases and a variety of service levels such as enhanced response times and additional contacts. These three plans are designed for customers using Sybase products in either development or deployment.
- **SupportNow Incident, Developer, and Enterprise Developer Plans** are available for designated Sybase products including most tools and entry-level products. Updates to new software versions are not included in these plans and must be purchased separately.

Specific features of these plans are highlighted in the table below and summarized in the following text.

**SUPPORT PLAN FEATURES**

	Enterprise	Extended	Basic	Enterprise Developer*	Developer*	Incident*
<b>Support Coverage</b>						
Hours	24x7	24x7	24x7	business	business	business
After-Hours support	•	•	•	option	option	option
Number of Contacts	6	4	2	2	2	NA
Number of Cases	unlimited	unlimited	unlimited	unlimited	unlimited	single or pack
Enterprise Support Team	•			•		
Response Time	P1<30 min.	P1<1 hour	P1<4 hours	P1<30 min.	P1<4 hours	P1<4 hours
Priority Case Escalation	•			•		
Online Support Services	•	•	•	•	•	•
<b>Software Services</b>						
New Version Releases	•	•	•	option	option	option
Maintenance Releases	priority	•	•	priority	•	•
<b>Personalized Support</b>						
Account Management Services	•			•		
Review Meetings	•			•		
Alliance Support	option			option		
Alliance Dedicated	option			option		
Alliance Remote Managed Services**	option					
Privilege** Support		option	option			
Enhanced Privilege		option	option			
<b>Advanced Services**</b>						
Migration/ Upgrade Services	option	option	option			
Personalized Training	option	option	option			

\*Available for designated products only.

\*\* Offered in most areas, availability may vary



**FOR CUSTOMERS USING SYBASE PRODUCTS IN DEPLOYMENT:****SupportNow Basic Plan**

This is an inclusive offering for companies that require high quality, around-the-clock support for critical issues, access to new releases, and online support services. Faster response is available with the Extended plan.

**SupportNow Extended Plan**

This plan is designed for customers with higher volumes and more complex business requirements. It provides the same quality technical assistance as Basic, but with quicker response targets and additional access. Even faster response and more personalized support is available with Enterprise support.

**SupportNow Enterprise Plan**

For some companies, downtime is never an option, and performance and stability are mission-critical. The Enterprise plan delivers our most comprehensive offering of prioritized and proactive support services, including:

- Highest priority response times
- Priority access to the Enterprise Technical Team
- Proactive services and regular review meetings

This plan truly offers customers the ultimate in service levels and priority, and a focus on continuous improvement and getting the most from their Sybase investment.

**FOR CUSTOMERS USING DESIGNATED\* WORKPLACE-LEVEL PRODUCTS AND DEVELOPMENT TOOL PRODUCTS:****SupportNow Incident Plan**

Case-based support during business hours. Optional software updates are available.

**SupportNow Developer Plan**

Unlimited support cases during business hours and access to online support services. Optional software updates are available.

**SupportNow Enterprise Developer**

Developer plan components plus priority response times and priority access to the Enterprise Technical Team, and proactive services such as account management and regular review meetings. This plan can also be enriched with personalized options.

*\* For a list of Designated Products go to: [www.sybase.com/detail?id=1009095](http://www.sybase.com/detail?id=1009095)*

## PERSONALIZED SUPPORT OPTIONS

Personalized Support Options best suit customers who need a higher level of service and commitment for business-critical projects. These options allow you to develop a closer partnership with Sybase. You can tailor your support to obtain the mix of personalized support your project requires. Services available include:

### **Alliance Support**

Available for Enterprise Plan customers, Alliance Support provides direct contact to your designated Alliance Engineer for two support contacts during normal local business hours. Your Alliance Engineer, backed by a designated Alliance Support Team, becomes familiar with your project and systems, helping provide faster resolution to your technical issues.

To prevent problems before they occur, Alliance Support includes two days of onsite visits for planning and review of your project, system configuration and implementation plan reviews, recommendations on software management, and regular phone consultations. In addition, you receive the fastest response time available, root cause diagnosis, and priority maintenance efforts. Additional contacts or projects may be added as required.

### ***Alliance Dedicated Support***

Alliance Dedicated Support provides an Alliance Engineer dedicated specifically to your company. You gain all of the benefits described above for Alliance Support but at a more concentrated level. You can name up to eight support contacts to work with your Alliance Engineer on up to three projects. You also receive four days of onsite visits for planning and review of your projects as well as configuration and implementation plan reviews.

### **Alliance Remote Managed Services\***

This service combines the direct contact of your existing designated Alliance Engineer with Remote Managed Services — a turnkey option for monitoring and alerting, problem resolution, proactive performance management, and software infrastructure maintenance. Coordinating with your Alliance Engineer, the Remote Management team will work behind the scenes to manage your software infrastructure precisely and proactively. This solution provides savings in operational overhead along with the fastest response time available. Your Alliance Engineer, familiar with your projects and systems, provides guidance to the Remote Management Team and communicates all actions to you.

*\* Offered in most areas, availability may vary.*

**Privilege Support\***

Available for Basic and Extended Plan customers, the SupportNow Privilege option gives you a direct route to the Privilege Support Engineers during normal local business hours. With Privilege Support you work in partnership with these engineers who prioritize the cases you log, keep you updated on case status and provide a fast resolution when you need it most. An annual review meeting, in addition to monthly conference calls and case reports, helps ensure that the Sybase Support engineers fully understand the products you are using and how they are being implemented in your projects.

***Enhanced Privilege Support\****

Two of your nominated contacts assigned to your plan have access to a designated Sybase Enhanced Privilege Support Engineer. This engineer will handle all your cases, working in partnership with you. The service includes an initial onsite visit and proactive planning sessions. It also includes monthly conference calls to review open cases, escalations and ongoing support requirements.

**ADVANCED SERVICES**

These services extend beyond the features of the SupportNow plans and are available at an hourly rate or under pre-paid SupportNow Plus Service packs of hours. They include migration and/or upgrade assistance, personalized training, performance and tuning, and more.

**Migration/Upgrade Services\***

New initiatives in your company may require you to either upgrade or replace your current software and/or hardware infrastructure(s). Whether you are looking to deploy to a new hardware platform or software architecture, let Sybase Technical Support help. For migrations, we can assist with setting up a test environment, planning the move to production, installing the software and migrating your code. For upgrades, we can help configure your software to take advantage of the latest version enhancements, perform the upgrade itself, and/or tune your new environment.

**Personalized Training\***

Learn specific skills tailored to your individual situations from Sybase Technical Support Engineers. This assistance can be performed online, over the phone, or onsite at your convenience. Personalized training can include tutorials, tips, tricks, new feature overviews, performance and tuning reviews, and coding techniques.

*\* Offered in most areas, availability may vary.*

## **SOFTWARE SERVICES**

Sybase continuously improves its software so that you can develop information systems to keep your business on the competitive edge. Software Services enable access to these software improvements through new version releases and maintenance releases as follows:

### **New Version Releases**

New version releases provide major enhancements with new functionality, architecture, and performance improvements. Issued periodically, these releases are fully tested to ensure product quality. They may include new features, improvements to functionality, or modifications to keep your software current with changes to your operating system and hardware. They may also include quality fixes for software defects identified in earlier versions and revised product documentation. Some products may not have new version releases.

New version releases are included as part of the SupportNow Basic, Extended, and Enterprise Plans and are available by electronic distribution or shipment, shipping and handling fees apply. SupportNow Incident, Developer, and Enterprise Developer Plan customers must purchase an annual Update Subscription Plan (USP) to receive new releases. The USP ensures that Incident, Developer, and Enterprise Developer customers receive the most current product releases and provide cost savings over individual update purchases.

### **Maintenance Releases**

Sybase periodically releases fully tested, production-quality, maintenance update releases, which include software fixes. Maintenance releases undergo regression testing and compatibility testing with other products from Sybase to make sure the release is up to our standards of product quality. Regression-tested interim releases with software fixes are also issued between maintenance releases.

Maintenance releases are provided at no charge when available in downloadable format. For shipping product maintenance releases, a shipping and handling fee will apply.

### **ADDITIONAL LOCAL AND SOLVED CASES – ACCESS CONTACTS**

Each support plan provides customers with the ability to identify individuals who will be authorized to call the Sybase Support Center for telephone technical assistance. The number of contacts included varies with the plan selected, and additional local contacts may be purchased. In addition, Solved Cases Access Contacts may be added to SupportNow Basic, Extended, or Enterprise Plans. This enables you to reserve other support services such as case logging and Software Downloads to your selected support staff.

### **GLOBAL SUPPORT**

Global support provides a single support contract and billing for multi-country installations, with support contacts designated for each country. For worldwide installations, a consolidated or global support contract may be obtained. For those companies with multiple international locations, a separate support agreement for each country is required if global contacts are not purchased.

### **RENEWING YOUR SUPPORT AGREEMENT**

To receive services included in the support plans, you must have an active software support agreement. Be sure to renew promptly to avoid delays when you require support. If you have questions about your contract, want to change support plans, or want to find out renewal dates, call the telephone number of the support center location nearest you.

### **COOPERATIVE SUPPORT AGREEMENTS**

We have established cooperative support agreements with many vendors to provide seamless support processes to customers with multivendor products. These agreements provide designated contacts with the vendor for Sybase support engineers. These contacts will expedite your problem or raise its priority within their support organization. You must have a valid support contract with all vendors involved to take advantage of this feature.

### **HOW TO FIND OUT MORE**

To order or to obtain more information about Sybase Support Services, contact the sales office or support center nearest you or visit our web site at **[www.sybase.com/support](http://www.sybase.com/support)**.

## USING MYSYBASE

MySybase on Sybase's Enterprise Portal gives you a simplified yet enhanced system that makes it easy to find the information you need from Sybase's extensive repository of technical, company, and business-related information and services. Screen views have been consolidated into three main pages that include different portlets of information:

- My News – contains a mix of general, developer, and technical support news portlets, as well as personalized news that reflect your MySybase profile.
- My Downloads – contains downloads that match your MySybase profile and other product download information
- My Support – contains portlets for your case activity, newsgroups, technical documents, and support news that are personalized according to your MySybase profile.

In addition to the content provided by default, MySybase enables you to create a personalized view of content from Sybase.com and other Web sites of your choice.

### CREATING A MYSYBASE PROFILE

When you enter **mysybase.com**, you'll be asked to login or register a new account. If you don't have an account, click **Register Now**.

Next you will be asked to supply information to identify yourself and your relationship with Sybase. Select the appropriate Sybase role(s), and then click on Create Sybase Account. If you do not have the information required to validate your role, contact the Technical Support Center nearest you.

During MySybase registration, you will also select products and solutions of interest to you and your organization. MySybase then customizes your MySybase pages with information focused on those products and solutions.

Email updates enable you to proactively avoid problems by receiving alerts about possible issues with your specific Sybase products. You also receive the latest support, education and developer news on either a daily or weekly basis. You can select to receive emails with information tailored to your product solutions, or with special offers and events notices.

Once you have filled out all of your information and preferences, click the Submit button and start exploring MySybase.

## NAVIGATING MYSYBASE

**My News, My Downloads, My Support:** Navigate easily through your customized information by clicking on the MySybase “tabs”. By default, the My News tab is the first page that displays whenever you log into MySybase. Each tab has up to 5 portlets that include both general and personalized content depending on the profile selections you specified during the registration process. You can add or create new pages at any time when you create a new page group.

## UPDATING YOUR ACCOUNT

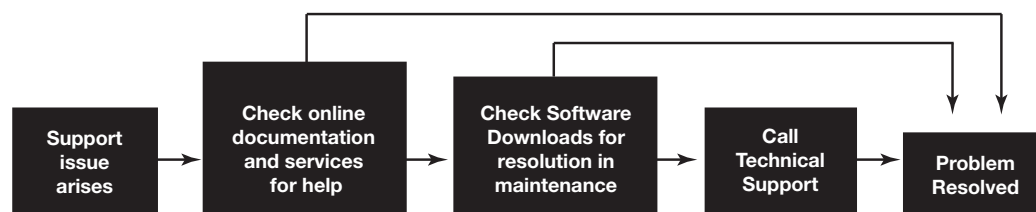
Your default MySybase profile is based on the interests and roles you selected when you created the account. From there, you can customize your portal and add new pages with your favorite content.

To access your profile, login to MySybase and click **‘My Account’** on the global navigation bar. Here you can edit your roles, your personal and company information, and your product and solution preferences, which determine how information is displayed on the default tabs. Review your account selections regularly to take advantage of new product and solution offerings Sybase releases over time.

## USING SYBASE SUPPORT

### BEFORE CONTACTING TECHNICAL SUPPORT

In many situations, you can find answers to your technical questions without calling Technical Support. Sybase's electronic support services can help you isolate a problem, solve it, or determine if you have encountered a known bug. By checking sources like MySybase you may also find an answer to your situation. The chart below suggests where to check before you call.



### DETERMINE THE NATURE OF THE PROBLEM

Before calling for assistance, try to determine the cause of the problem by answering the following questions:

- What behavior are you experiencing? What behavior do you expect?
- When was the last time the software worked properly? When was the problem first observed?
- What was changed in your environment in the interim? (Such as installing software, changing configuration, etc.)
- When did the problem occur? When does the problem not occur? What is different between those situations?
- How extensive or localized is the problem? What is the difference between the elements that exhibit the problem and those that don't?
- How critical is this problem to your development or deployment? Can you work around it until a fix is found?
- Is there a better way to implement the software that would make the problem disappear?



**Isolate the Problem**

- After determining the problem, take steps to isolate it as specifically as possible
- Determine the precise steps required to consistently reproduce the problem
- Remove all the variables, objects, tables, relationships, etc., that are not essential to the existence of the problem

**WHAT IS A CASE?**

Sybase tracks every question or request for assistance that your technical support contact makes to the Technical Support Center as a case. A case is a single technical question or instance of a problem. Each case receives a reference number, called a case number, which allows us to prioritize and track your problem effectively. Be sure to record the case number of your question or request for assistance so that you can reference it for future calls.

**CASE PRIORITIZATION**

Case priorities are assigned based on problem urgency and the effect on your business. The priority of the case determines the targeted initial response time. Please explain the impact that the case has on your project, as it will allow your Technical Support contact and the Technical Support engineer to best address the problem for your organization. Properly prioritizing cases also helps balance the workload appropriately within Technical Support, ensuring that our entire customer base enjoys efficient resolution to technical issues.

**Priority 1** – The software is not operational and no workaround is possible, or a workaround exists but is unacceptable because of its impact on your business. Development or production is halted, or the problem is having a severe impact on your ability to continue development.

**Priority 2** – The software is operational, but its functionality is seriously affected. There may be a workaround, but implementing the workaround is time consuming and will adversely affect your project.

**Priority 3 (Default)** – The software is usable, but development or production is impacted. Development/production can continue for a reasonable amount of time before the problem becomes critical. A workaround is available and acceptable.

**Priority 4** – The software is usable, but you have a question or would like to submit an enhancement request.

## **WHO CAN LOG A CASE**

Depending on your support contract, your company may register one or more authorized Technical Support contacts. These contacts are the only people authorized to contact the Technical Support Center with questions. Authorized technical support contacts are established to protect your company and your software, ensuring that only people you authorize can request that we investigate or make modifications to your system.

If an unauthorized person calls, we will ask that person to contact your authorized Technical Support contact instead. However, in an emergency, we will begin working on a case with an unauthorized support contact on an exception basis, subject to later verification.

### **Adding Technical Support Contacts**

The number of Technical Support contacts you are allowed depends on the support plan your company has chosen. You may purchase the option of additional support contacts, or upgrade to a higher level of support that offers more contacts. For more information, contact the Technical Support Center nearest you.

### **Changing Technical Support Contacts**

If your Technical Support contact needs to be changed for any reason, fax a letter on your organization's letterhead to the customer service group at your Technical Support Center. The current Technical Support contact or manager should request this change. Include the following information:

- Your organization name
- Name of Technical Support contact to be replaced
- Name, address, email address, and phone number of the replacement Technical Support contact
- Signature of the Technical Support contact to be replaced or of the department manager

## BEFORE LOGGING A CASE

When you need to log a case with Technical Support, please have the information below on hand to expedite case resolution. Use the checklist at the back of this guide to organize the information.

- Support contact ID or Registration number
- Case number, date opened, and name of Technical Support engineer you spoke with, if you have called on this case previously
- Priority of this support request
- Product and version number you are using, including maintenance release number
- Platform and operating system, including version number
- Front end (client) product and version numbers
- Client machine operating system type and version
- Description of the problem, including error messages
- Other useful information, including details on your local system, average CPU usage, and any other pertinent details

## LOGGING YOUR CASE

Log your case electronically using our online services. Or phone your case in to your nearest Technical Support Center or the center included with your support information.

Once your case has been logged, it will be assigned a case number and an appropriate Technical Support engineer. Be sure to record your case number on your Technical Support Checklist. This case number is your quick-reference number to all information about your question.

## RESOLVING YOUR CASE/RESPONSE TIMES

When calling Technical Support, we will first verify your support contact ID and record background details on the case, including the priority. Response times vary according to the priority of the case and the terms of your support agreement.

Sometimes resolving a case during the initial call is not possible. Additional information may be needed, or the initial discussion may indicate that different expertise is required to resolve your case or verify a potential product defect. If different expertise is required, the Technical Support engineer will transfer the case to an engineer with the appropriate knowledge base and will inform you of the change.

Customers entitled to 24x7 support may open or continue business-critical P1 cases after normal business hours. Customers with regular business day support may open and receive support cases during normal business hours. To open or continue P1 cases that have severe business impact, these customers may purchase emergency after-hours support.

SUPPORT PRIORITY RESPONSE TIMES				
PROGRAM	PRIORITY 1	PRIORITY 2	PRIORITY 3	PRIORITY 4
Alliance *	15 min.	1 hr.	2 hrs.	2 hrs.
Enterprise	30 min.	1 hr.	4 hrs.	4 hrs.
Enterprise Developer	30 min.	1 hr.	4 hrs.	4 hrs.
Extended	1 hr.	2 hrs.	6 hrs.	6 hrs.
Basic	4 hrs.	5 hrs.	6 hrs.	6 hrs.
Developer	4 hrs.	5 hrs.	6 hrs.	6 hrs.
Incident	4 hrs.	5 hrs.	8 hrs.	8 hrs.

*\* Alliance response times are based on a direct call to your Alliance Support Team on the hours of Alliance coverage you have selected. If you log your case through Electronic Case Management, or via the Technical Support Center, response time will be based on the Enterprise plan times.*

You can check the status of your case at any time by logging into MySybase and looking at your **Case Activity** under the **My Support** tab. If you have additional information about your case, you can update your case here or by calling the Technical Support Center telephone number. Please provide your case number to expedite your phone call and to make sure the additional information is recorded accurately.

### Reporting Product Defects

If you are reporting a potential product defect, the Technical Support engineer will check to see if your problem has been reported previously and if a fix is available. If it is not a known bug, the Technical Support engineer will attempt to replicate the problem. This duplication may require the engineer to log on to your system (with your approval), obtain code from you, or use the error message and other information you provide to resolve the problem. Once the problem is duplicated, Technical Support will send the information to the appropriate software business unit for final verification that a product defect exists. Your support engineer will notify you when a product defect has been confirmed and will let you know what the next steps will be toward resolving your case.

If you are on the Incident Plan and are reporting a bug you would like assistance with, this call will count as one of your cases. If you want to only report the bug and do not require assistance on it, no case will be used.

### **CASE ESCALATION**

If at any point while your case is open you are not satisfied with the current plan of action, you may also request escalation through your Technical Support engineer. Escalation requests will be addressed by the Technical Support manager responsible for the team supporting the case. The Technical Support manager is responsible for researching a customer escalation request and developing an action plan.

This plan will be proposed to the customer and appropriate status updates made, per agreement with the customer, until closure of the case. If an escalated situation requires an even higher level of attention, a report will be made to the support center director or support manager. The support manager will report any cases that need further assistance to the vice president of Customer Service and Support. Customers may also request escalation to a higher level whenever they feel it necessary.

### **CLOSING YOUR CASE**

A case is closed when you and the support engineer agree that a resolution has been reached.

Your case also may be closed because:

- The information and/or software provided by the Technical Support engineer has answered your question
- You tell the Technical Support engineer that the case is no longer an issue
- You and the Technical Support engineer agree that your problem is a result of a problem that cannot be isolated

## QUESTIONS ON OLDER SOFTWARE RELEASES

Technical Support is generally provided for the latest two software versions. Support is continued for a minimum of one year after either the introduction of a new major version for a product or a notification of the End of Life for a product line. End of life notices for both versions and product lines are posted on the support web site. Duplication of product defects will be attempted for the current and just previous software version, although defects are generally fixed only on current versions.

For older versions of Sybase software, limited technical assistance will be provided, so long as you have a current support contract for that product, subject to the availability of trained personnel and resources. Limited assistance consists of helping customers with questions, workarounds and migration to a supported version of the product. It does not include new bug fixes or integration of any bug fixes into previous updates. Sybase will provide existing interim versions (i.e.; updates, if any, developed for the product prior to the end of engineering support) as appropriate. Sybase will not purposely maintain staff, expertise or equipment and reproduction environments on older versions of products, and therefore, over time, the ability to provide assistance will become further limited as expertise on these older versions erodes.

Customers wishing to purchase an EOL product version, or additional copies of an EOL product version, must sign an EOL addendum acknowledging the limited technical assistance to be provided.

Support for product lines or platforms that have reached their EOL is not available past the one-year end-of-support date set when the EOL is announced.

## TECHNICAL SUPPORT CHECKLIST

To expedite the resolution of your question and help you track it, please fill out this checklist before you call your Technical Support Center.

Site ID (customer number) \_\_\_\_\_

Contact ID \_\_\_\_\_

Case number \_\_\_\_\_

Priority \_\_\_\_\_

Support engineer \_\_\_\_\_

Date case opened \_\_\_\_\_

Date case closed \_\_\_\_\_

Sybase product and version number, including maintenance release number \_\_\_\_\_

Operating system type and version \_\_\_\_\_

Front-end (client) product and version \_\_\_\_\_

Client machine operating system type and version \_\_\_\_\_

Description of the problem (including error numbers, error messages, circumstances in which problem occurred) \_\_\_\_\_

Other useful information (including copy of error logs, reproducible case, number of users on the system, average percent of CPU usage, any other pertinent details)

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Download this document at: [www.sybase.com/detail?id=1009094](http://www.sybase.com/detail?id=1009094)

## **EDUCATION SERVICES**

High-quality training from Sybase Education Services teaches you to work with Sybase and associated technology products more effectively and productively. Our extensive and comprehensive IT curriculum and Certification programs are designed to make you successful users of Sybase products; offering you first-rate technical skills, experience, and confidence to design and implement real-world solutions. In-depth, hands-on, and certification focused training teaches solid, useful skills to help you work more effectively and more productively.

### **DELIVERY AT YOUR CONVENIENCE**

Three convenient delivery formats help you optimize your time, learning, and budget. Our certified instructors teach our courses: at a convenient Sybase Learning Center, at your site, or online with SyberLearning LIVE. Our range of training services makes it easy to develop individual and team capability in today's rapidly changing technology environment.

#### **SyberLearning LIVE**

We bring the learning to you. We've combined the best of traditional instructor-led training with easy to use, powerful technology to create a great virtual classroom experience. SyberLearning LIVE is instructor-led, student interactive training delivered LIVE over the Internet. Try SyberLearning LIVE today!

### **CUSTOMIZED TRAINING**

Tailored just right to fit your needs. We have many years of experience creating special training programs that are tailored to our customers' precise business needs. We can incorporate selected modules from our course library plus custom developed material related to your specific environment as required. This ensures that training integrates seamlessly into your IT solution projects. Based on your needs, this training can be delivered in our Learning Centers, at your site, or on-line with SyberLearning LIVE.

### **MONEY SAVING OFFERS**

Save on your training dollars with Sybase Education packages. We offer a variety of options to provide both flexibility and cost savings. Special Offers/Promotions are available in most geographies, but terms and conditions may vary. Contact your local Sybase Education Representative for details:



- **Sybase Education Passport** – The Sybase Education Passport provides you with unlimited training for one year at any Sybase or Authorized Education Partners' Learning Center
- **Sybase Education Packages** – Take advantage of our 10, 15, and 30-day training packages that anyone on your staff can use—a significant value for your training investment
- **SyberLearning LIVE Pass** – Provides you with unlimited SyberLearning LIVE training for one full year
- **Sybase Education Rewards** – Members can earn (1) Rewards Point for each \$1.00 spent for training in a Sybase Learning Center class or SyberLearning LIVE class, and for the purchase of an individual copy of a SyberLearning OnDemand class or a Certification Practice Exam. For each 5,000 points you earn, you may redeem them for one (1) day of training. Sign up now at [www.sybase.com/support/education/](http://www.sybase.com/support/education/).

## PROFESSIONAL CERTIFICATION

**with over 40,000 participants!**

Professional certification programs from Sybase offer you the technical skills, experience, and confidence to design and implement real-world solutions, which make you valuable to your clients and your team. Ultimately, this provides a competitive advantage for your entire organization through enhanced service, higher productivity, and lower operating costs.

Sybase offers the following professional certification programs:

- Sybase Certified Adaptive Server Administrator—Associate and Professional
- Sybase Certified SQL Developer—Associate and Professional
- Sybase Certified Replication Server Administrator—Professional
- Sybase Certified SQL Anywhere—Associate
- Sybase Certified PowerBuilder Developer—Associate and Professional

**QUALITY COMMITMENT**

Your satisfaction is guaranteed. We work hard to provide a high quality experience from our course offerings. We have implemented a Quality Management System (QMS), certified to ISO9001, that ensures the quality of our business processes and delivery capability. We do this in order to constantly improve our services and immediately remedy quality issues.

**HOW TO FIND OUT MORE**

To obtain Sybase class schedules, Authorized Education Partner locations, curriculum planning assistance, or more information on our professional certification programs, contact your local Sybase Education Representative or visit us at [www.sybase.com/support/education/](http://www.sybase.com/support/education/).

## CONSULTING SERVICES

Sybase Professional Services has the experience and vertical market expertise to help businesses rapidly implement Unwired Enterprise capabilities. We offer a range of consulting services - from developing complete technology strategies and providing product implementation assistance, to conducting specific technology and architecture assessments that support the distribution of information throughout the enterprise.

## PROJECT RELATED SERVICES

Sybase's range of services focuses on customers achieving the best results possible from Sybase products and solutions. Our services begin with Product related consulting engagements, which often commence with the installation and configuration of Sybase products and can include ongoing management of them as needed. Further, Sybase can create architectures, perform high availability assessments, troubleshoot or deliver a performance and tuning engagement to ensure you are getting the best possible performance from your Sybase implementation. We also offer migration and upgrading services, installation, configuration, and ongoing management of Sybase products. Our range of services include:

- **Architecture Services** – Assessment of specific architectural needs as well as design and deployment of suitable architecture
- **Database Technology Related Services** – Installation, configuration, performance tuning, and troubleshooting of database platforms
- **Migration Services** – Efficient migrations to new technologies using specialists who configure, plan, and execute migration
- **Supplemental Staffing Services** – Supply of skilled resources at short notice based on client-specific requirements

## INDUSTRY SOLUTIONS

Our business solutions are tailor-made to meet specific business goals and achieve success.

They include:

- **Financial Services** – solutions to assist in complying with Patriot Act requirements
- **Healthcare** – delivering cost effective and quality healthcare solutions that address all complexities including increased government regulations, e-Business challenges, and rising customer expectations
- **Federal Government Professional Services** – understanding the mission and goals of Federal government agencies, more than half of our Federal Government consultants hold necessary security clearances and are familiar with Federal government policies and procedures
  - o Solutions specific to Financial, Healthcare and Federal Government verticals

## TECHNOLOGY SOLUTIONS

Sybase offers Technology Solutions that enable customers to extend, enhance, and leverage new and existing IT investments. We can help you identify and implement appropriate technology solutions that can be utilized most profitably to optimize business processes across the extended enterprise for greater employee productivity and customer satisfaction. Our suite of services includes:

- **Mobile Solutions** – Helping enterprises identify, design, architect, and implement mobile technologies to optimize their business processes across the enterprise
- **PeopleSoft Solutions** – Facilitating the extraction, transformation, and migration of data from applications and legacy systems to PeopleSoft applications
- **Strategic Infrastructure Alignment Services** – Assisting in the enhancement of security architectures, IT asset consolidation, transition to shared/managed services architecture, and migration to Linux/Open Source platforms
- **Business Intelligence/Dynamic Archiving** – Converting raw data into information in a format that business users can understand and which addresses critical business issues
- **Web Enablement** – Enabling migration of client server applications to the Web, as well as switchover from 2-tier to 3-tier architectures

## MANAGED SERVICES

Sybase Managed Services is a flexible, customizable service option that can help better manage your environment and reduce your overall costs. Sybase offers the following Managed Services for all outsourcing requirements:

- **Remote Enterprise Management Outsourcing (REMO)** - Provides everything needed to manage the production environment: application (DEL) performance monitoring, reporting, and analysis, preventive maintenance, performance tuning, and upgrades.
- **Application Development & Maintenance Outsourcing (ADMO)** - Provides outsourcing options for development, maintenance, management, and optimization of custom applications.
- **Custom Solutions Outsourcing (CSO)** - A managed solution integrating all Sybase capabilities, including technologies, partners, support, and knowledge base, to create custom solutions that best meet the needs of our clients.

## SYBASE ADVANCED FRAMEWORKS TO ENABLE (SAFE™)

Under our own Quality Management System (QMS), Sybase has developed **Sybase Advanced Framework to Enable or SAFE**, a methodology that provides a framework for ensuring control and consistency on consulting engagements. The SAFE approach ensures that strict adherence to the requirements of the methodology will be checked as part of the engagement's project review process, which ensures that the agreed quality plan is being followed. Our services frameworks include Architecture, Development, Migration, and Project Management

For over 18 years, our consultants have matched appropriate technologies to business requirements through the employment of proven project management and our delivery frameworks, SAFE™ (Sybase Advanced Framework to Enable). Along with employing proven project management and delivery frameworks, Sybase Professional Services has achieved the discipline necessary to maintain a worldwide ISO 9001 / TickIT quality certification. Sybase can deliver a complete business and technology solution to ensure your business and remote professionals have what's required to succeed.

## HOW TO FIND OUT MORE

To obtain more information about Sybase Consulting and our consulting partners, contact the Sybase office nearest you or visit [www.sybase.com/support/services](http://www.sybase.com/support/services).

## ADDITIONAL SERVICES

Whether you need one-on-one attention, the expertise of a peer in your field, a fix for a specific problem, or a piece of technology that works with Sybase products, we have a resource for you. Sybase is committed to providing our customers with solutions that surpass expectations.

### CUSTOMER SERVICE

No matter what kind of question you have, Sybase's Customer Service team can find your answer. And if Customer Service doesn't have the information you need, it will direct you to the group or department that does and maintain contact until you have the information you need.

Specifically, you can use Customer Service to:

- Determine your site ID (customer number)
- Help new customers or contacts navigate our website
- Resolve general invoicing issues
- Coordinate returns
- Determine on what platform or operating system a Sybase release is certified
- Log technical cases
- Explain support entitlement
- Verify support is active and up to date
- Make changes to support contacts
- Order software updates and maintenance releases

### USER GROUPS

User Group meetings provide an important forum for Sybase customers to interact with users, share ideas, and learn firsthand from the experiences of others. User groups range in size and scope from a handful of members focused on a specific product to an international organization centered around a product type. While user groups are formed and run completely by the users, Sybase, Inc. provides funding and marketing for initial group establishment. User group options include:

- Local Sybase User Groups (LUGs)
- International Sybase User Group (ISUG)

For more information on user groups in your area, visit [www.isug.com](http://www.isug.com).

### **SYBASE DEVELOPER NETWORK**

Sybase Developer Network (SDN) is the place for developer information from Sybase and is home to CodeXchange. SDN puts you in touch with the newest technical information across Sybase products—information that includes betas, strategic technical papers, tips and techniques, and downloadable code samples and utilities. CodeXchange is a forum – organized by product – to exchange code samples, utilities, scripts, stored procedures, or other tools created by members to make Sybase products easier to use. All SDN members can access CodeXchange via the MySybase login. Just go to **[www.sybase.com/developer](http://www.sybase.com/developer)** to find out more.

### **PUBLICATIONS**

From technical tips to CIO interviews to supplemental product documentation, publications from Sybase cover all your informational needs. In particular, Sybase Magazine focuses on today's business issues and the strategic implementation of core IT technology. You can access it by going to: **[www.sybase.com/about\\_sybase/magazine](http://www.sybase.com/about_sybase/magazine)**.

### **SYBASE PRODUCTS**

Many Sybase products and services are available for purchase on eShop at **[eshop.sybase.com](http://eshop.sybase.com)**. You will also find more information on Sybase products and solutions at **[www.sybase.com/products](http://www.sybase.com/products)**, or by contacting your Sybase sales representative.

### **PARTNER PRODUCTS AND SERVICES**

For information about third-party products and services that work with the Sybase product family, as well as information on how to become a Sybase partner, visit our web site at **[www.sybase.com/partner](http://www.sybase.com/partner)**.