

# **Customer Services Reference Guide**

Building Success through World-Class Education,  
Consulting, and Technical Support



## 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 are delivered by a worldwide team of experts to get your environment up and running quickly and working more efficiently – whether your business is conducted inside the office or on the road. Sybase provides 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 product implementations and 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.

# Table of Contents

## Overview:

How to Get the Most from Your Technology Investment .....	3
---	---

## Technical Support Services

Online Support Services .....	6
Free Installation Support .....	7
Support Plans .....	8
Support Plan Features .....	9
Personalized Support Options .....	11
Advanced Services .....	12
Software Services .....	14
Solved Cases – Access Contacts .....	15
Global Contacts and Anywhere Global Contacts .....	15
Renewing Your Support Agreement .....	15
Cooperative Support Agreements .....	15
How To Find Out More .....	15

## Using MySybase

Creating a MySybase Profile .....	16
Navigating MySybase .....	17
Updating Your Account .....	17

## Using Sybase Support

Before Contacting Technical Support .....	18
Determine the Nature of the Problem .....	18
What Is a Case? .....	19
Case Prioritization .....	19
Who Can Log a Case .....	20
Before Logging a Case .....	21
Logging Your Case .....	21
Resolving Your Case/Response Times .....	21
Case Escalation .....	23
Closing Your Case .....	23
Questions on Older Software Releases .....	24
Technical Support Checklist .....	25

## **Education Services**

Delivery At Your Convenience .....	26
Customized Training .....	27
Several Ways To Save .....	27
Professional Certification .....	27
Strategic Education Services .....	28
Quality Commitment .....	28
How To Find Out More .....	28

## **Consulting Services**

Services to Meet Your Needs .....	29
Product Consulting .....	29
Managed Services .....	30
Strategic Services .....	30
Industry Solutions .....	30
Iterative Approach to Software Development .....	30
Sybase Consulting Experience .....	30
Quality Commitment to You .....	31
How To Find Out More .....	31

## **Additional Services**

Customer Service .....	32
User Groups .....	32
Sybase Developer Network .....	33
Publications .....	33
Sybase Products .....	33
Partner Products and Services .....	33

## 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 and blogs
- Download the latest EBFs, demos and full product releases
- Access personalized, proactive support with email updates for newly published content

#### 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, and put the solution to work for you. The solved cases database contains thousands of problems and their solutions with more being added every week.

**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. In addition to this you can manage your named support contacts, and view your latest support renewal quote, as well as view your licenses and support levels. You can make your support cases visible to other users so they can keep an eye on the progress of your case.

**Electronic Software Downloads**

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

**Community Forums/Newsgroups**

For fast and flexible idea exchange, community forums/newsgroups let you communicate with product engineers and other users about your specific issues. Each forum 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 community forums/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 Standard 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 and 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 and summarized in the following table.



## SUPPORT PLAN FEATURES

	Enterprise	Standard	Developer*	Incident*
Hours	24 x 7 for P1	24 x 7 for P1	business	business
After-Hours support (follow-the-sun)	■	■	option	option
Number Local of Contacts	6	4	2	NA
Number of Anywhere Global Contacts	6	option		
Number of Cases	unlimited	unlimited	unlimited	single or pack
Enterprise Support Team	■		■	
Response Time (in hours)	P1<1/2	P1<1	P1<1/2	P1<4
Priority Case Escalation	■		■	
Online Support Services	■	■	■	■ ■
Solved Cases Access Contacts	12	4		
<b>Software Services</b>				
New Version Releases	■	■	option	option
Maintenance Releases	priority	■	priority	■ ■
<b>Personalized Support</b>				
Account Management Services	■		■	
Review Meetings	■		■	
Alliance Services	option		option	
Privilege Services**		option		
ServiceNow Monitoring & Alerting **	option	option		
<b>Advanced Services**</b>				
Migration / Upgrade Services	option	option		
Personalized Training	option	option		

\*Available for Designated Products only.

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

## For Customers Using Sybase Products In Deployment:

### SupportNow Standard Plan

This is an inclusive offering that provides high-quality around-the-clock support for critical issues, access to new releases, and online support services. Faster response and more personalized support are 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
- Contacts that can be located anywhere in the world
- Proactive services and regular review meetings
- Priority maintenance releases

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.

*\*For a list of Designated Products go [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.

### **Privilege Support\***

Available for Standard 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.

**ServiceNow Monitoring and Alerting\***

ServiceNow Monitoring and Alerting provide a turnkey option for monitoring and alerting, problem resolution, proactive performance management, and software infrastructure maintenance. The ServiceNow Team will work behind the scenes to manage your software infrastructure precisely and proactively, while providing savings in operational overhead. The ServiceNow Team provides guidance and communicates all actions to you.

**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, knowledge transfer, performance 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 data. 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.

**Knowledge Transfer\***

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. Knowledge transfer can include tutorials, tips, tricks, new feature overviews, performance and tuning reviews, and coding techniques.

**Performance Tuning of Sybase Programs\***

Sybase technical support product experts can help configure your Sybase software to perform optimally with your business applications.

**Assistance with Application Performance Tuning\***

Sometimes overall system performance can be improved by modifications to the application design, in addition to the database tuning mentioned above. Sybase has the expertise to help in this area.

**Creation, Implementation and/or Recommendation of Scripts for Database Maintenance\***

Sybase technical support engineers can help with the creation and implementation of stored procedures. We can also help develop and implement scripts to automate database maintenance for tasks such as, backup strategies and data maintenance.

**Installation and Configuration of Sybase Programs\***

For new installations, Sybase can help you properly configure your Sybase software to meet your business needs at the start, thus minimizing the need for major performance tuning efforts later.

## **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 Standard and Enterprise Plans and are available by electronic distribution or shipment, shipping and handling fees apply. SupportNow Incident and Developer Plan customers must purchase an annual Update Subscription Plan (USP) to receive new releases. The USP ensures that Incident and 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.

## **SOLVED CASES – ACCESS CONTACTS**

The Standard and Enterprise support plans provide customers with the ability to identify individuals who will be authorized to access only the Solved Cases database, for research and help desk activities. The number of Solved Cases contacts included varies with the plan selected.

## **GLOBAL CONTACTS AND ANYWHERE GLOBAL CONTACTS**

Global contacts and Anywhere Global contacts provide multi-country installations or multi-country support staff with access to support where and when they need it. Global contacts receive support in the country where they reside, while Anywhere Global contacts can call into any Sybase direct support center. For installations when support access, or the billing, is outside of the country that the licenses reside in, Global contacts or Anywhere Global contacts must be used. For those companies with multiple international locations, where separate support agreements for each country are not purchased, Global or Anywhere Global contacts may or may not be required.

## **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** 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 one page, which includes four main information areas:

- Case Activity – contains filters that let you display all cases belonging to your account by profiled product and date range
- Profiled Downloads – contains downloads that match your **MySybase** profile and filters that let you quickly find specific downloads by product, platform, and date range
- My Newsgroups – contains community forums/newsgroups, personalized according to your **MySybase** profile.
- My Tech Docs – contains a mix of technical documents profiled to your products of interest

In addition to the content provided by default, **MySybase** now offers a view into the latest blog postings by Sybase product evangelists, as well as by the International Sybase User Group, and other Sybase-related organizations.

### 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). 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.



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

It's even easier to navigate **MySybase**, thanks to the consolidation of profiled areas into a single view that is closely integrated with **Sybase.com**.

You have the option to display the portlets in a grid or flat layout (located above the 'Welcome' line), and your preference will be stored to remain consistent on your subsequent visits. You can further personalize the page by dragging and dropping portlets into different positions to match your desired layout.

## UPDATING YOUR ACCOUNT

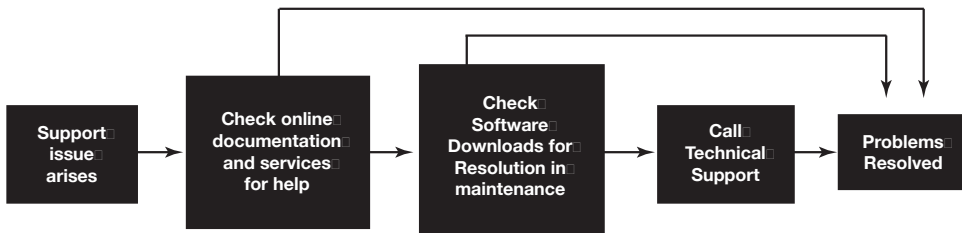
Your default **MySybase** profile is based on the interests and roles you selected when you created the account. From there, you can customize your portal and add new pages with your favorite content.

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 and type 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 end of this section to organize the information.

The URL to log a case is: <http://case-express.sybase.com/cx/createTechnicalCase.do>

- 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.
Standard	1 hr.	2 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 End of Life (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 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)

---

---

---

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

Four convenient delivery formats help you optimize your time, learning, and budget. Our certified instructors teach our courses:

- **At convenient Sybase Learning Centers** – Sybase Education delivers public classes at over 20 conveniently located, worldwide Learning Centers. Public training is also offered at many Sybase Education Partner and Distributor locations.
- **At your site** – By hosting a Sybase Education event for your employees at your site, you will receive training using the same high-quality courseware and Certified Instructors that teach our public classes. On-site training can be tailored to fit your needs, ensuring that it fits seamlessly into your IT solution projects. And on-site training is typically the least expensive training option per person.
- **Online with 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!
- **Off-line with SyberLearning OnDemand** – SyberLearning OnDemand is the NEW Sybase Education offering. Selected courses are presented by Certified Sybase Instructors, and include the same lab solutions and high quality courseware. You can take its training when and where you want – and at a very attractive price.

### 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.

## SEVERAL WAYS TO SAVE

Save your training dollars through a variety of flexible options from Sybase Education. Special Offers and Promotions are available in most geographies, but terms and conditions may vary. Contact your local Sybase Education Representative for details.

In the US and Canada, available options include:

- **Sybase Education Packages** – Take advantage of our training packages in denominations of 10 or more days that anyone on your staff can use – a significant value for your training investment.
- **Sybase Education Passport** – The Sybase Education Passport provides you with unlimited training for one year at any Sybase or Authorized Education Partners Learning Center or via SyberLearning LIVE.
- **SyberLearning LIVE Pass** – Provides you with unlimited SyberLearning LIVE training for one full year.

## 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 certifications in the following areas:

- Adaptive Server Enterprise Administrator
- Adaptive Server Enterprise Developer
- Replication Server Administrator
- SQL Anywhere
- PowerBuilder Developer
- Sybase IQ
- PowerDesigner Data Modeler

## STRATEGIC EDUCATION SERVICES

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.

- **Customized Education Delivery Solutions** – Sybase recognizes that many businesses have specialized needs when it comes to building organizational competencies for a specific Sybase product or combination of products. We can work closely with you to customize a learning program using existing modules from our courseware library, or we can build custom modules tailored to meet your specific needs.
- **Curriculum Development Services** – With more than 20 years experience designing technology and business training strategies, look to Sybase for outsourcing your company's curriculum development initiatives. We can help you create effective training programs for a wide array of technical, business or internal process areas.

## 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, to ensure the quality of our business processes and delivery capability. We do this in order to constantly improve our services and immediately remedy quality issues. And you can retake any course for a period of one year, wherever and for any reason.

## 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: <http://www.sybase.com/support/education>

## **Consulting Services**

When it comes to Sybase products and understanding mobility, Sybase Professional Services is the leader. We offer a wide variety of services to match your technology and business requirements – looking at where you are today and where you want to go – charting a course with our proven project management methods and trademarked delivery frameworks.

### **SERVICES TO MEET YOUR NEEDS**

Our services often commence with the installation & configuration or migration of Sybase products and can include ongoing management of them as needed. Our experienced consultants can join your organization's team for short durations or longer-term projects – onsite or offshore.

We are a known entity where our customers are assured of the credibility of our services staff, their technology expertise and the quality of their work. Our capabilities include:

- Creating architectures
- Designing and developing applications
- Installing and configuring product
- Performing high availability assessments
- Implementing Sybase product capabilities
- Supplementing your short term staffing needs
- Troubleshooting
- Delivering a performance and tuning engagement
- Providing offshore remote enterprise management and application development outsourcing

...all to ensure you are getting the best possible performance from your Sybase implementation.

We offer consulting service packages in the following areas:

### **PRODUCT CONSULTING**

Sybase consultants 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.

## **MANAGED SERVICES**

Sybase offers a comprehensive portfolio of onsite and offshore managed IT services—from out-tasking to outsourcing—to help you better manage your environment and reduce your overall costs. These services free resources in your organization, allowing you to focus them on more strategic work where they can add the greatest value.

## **STRATEGIC SERVICES**

Sybase Consulting will help extend, enhance, or leverage your IT investment. We work with customers in all industries to evaluate, architect, and implement mobile technologies. Our skilled, knowledgeable developers understand the complexities of these technologies and have mastered application design and development—supporting multiple co-operating systems—for both new and legacy applications.

## **INDUSTRY SOLUTIONS**

Sybase consultants possess expert knowledge of our platform solutions to deliver cost effective solutions to the leaders in Healthcare, Financial Services, and Capital Markets. Our targeted Asset Tracking Solutions are sought by Restaurant, Retail & Hospitality, Railways, Utility Companies and Hospitals. We also serve as the vendor of choice for US Federal Intelligence agencies and Government customers around the world.

## **ITERATIVE APPROACH TO SOFTWARE DEVELOPMENT**

Sybase follows an iterative approach to software development—drawing on principles from the Unified Process system development lifecycle. Our iterative, step-by-step process for delivering high-quality applications to meet your organization's business challenges follows four major phases. Through years of hands-on experience and continuous learning, Sybase has built and refined a series of Best Practices from which our experts draw. By leveraging these methodologies, best practices and toolkits—we are primed to help you rapidly deliver high-quality solutions while minimizing both your learning curve and risk.

## **SYBASE CONSULTING EXPERIENCE**

Sybase consultants are experienced in performing a full spectrum of modeling tasks—including capturing information in models to document business and technical requirements, security needs, implementation details and impact analysis. We can architect a high availability system based on your unique business requirements that shrinks the cost of

operating remote recovery, reduces business risk and ensures data integrity—all while taking into account the demands of digital operations, SOA, RFID, and other emerging technologies that require a cohesive technology infrastructure.

We have experience implementing all the common data integration models across multiple industries for diverse platforms. Using Sybase technology, we can design and implement an open and scalable enterprise-level master data management strategy.

We can work with you to address common obstacles across the mobile and wireless value chain, while allowing you to leverage your existing infrastructure, applications and legacy systems. Key areas of mobility focus include synchronization techniques, mobile and wireless application design and development, device management, Web adaptation, messaging and instant messaging, enterprise integration, security and scalability. With our expertise in frontline environments, we can help ensure that mobilized applications are as secure, reliable and available as those that are running within the data center.

## **QUALITY COMMITMENT TO YOU**

Our goal is to achieve customer satisfaction with all aspects of our consulting engagements. In support of this goal, we've made several key investments. As a result, our team includes:

- Certified Sybase Professional (CSP) technology experts
- Consultants whose work is compliant with our ISO 9001/TickIT-certified quality management system, which we've maintained and improved since the mid-1990's
- Consulting staff experienced in managing and delivering all types of projects, including integration, migration, and design/development efforts
- Mobility experts
- Seasoned project managers who hold industry recognized certifications such as the Project Management Professional (PMP) from the Project Management Institute (PMI)
- A consulting delivery group that has achieved ISO/IEC 27001 information security certification

## **HOW TO FIND OUT MORE**

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

## 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 **<http://eshop.sybase.com/eshop>**. 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)**

## **WORLDWIDE HEADQUARTERS**

Sybase, Inc.

Worldwide Headquarters

One Sybase Drive

Dublin, CA 94568-7902 USA

Tel: +800 8 SYBASE

**[www.sybase.com](http://www.sybase.com)**