

Customer Success Program

TIBCO has established the Customer Success Program which includes advisory and enablement services with access to a multitude of resources to help foster best practices and drive innovation. We aim to assure customers derive the maximum business value from their TIBCO investment.

These services include, but are not limited, to the following:

01 Center of Excellence

Our team of architects have mastered the experience of delivering enterprise-grade solutions for our customers. As part of our Customer Success Program we provide access to an architect who will provide advice on the best use of TIBCO technology in existing and future use cases.

- Support architecture team in technology roadmaps
- Support delivery leads on adoption strategy
- Solution design review
- Performance assessment
- Advise on the establishment of governance structures around TIBCO technology
- The use of TIBCO technology when adopting a Cloud Strategy
- Provide input for Quarterly Business Reviews



02 Technical workshops

As an extension of the advisory council, the Customer Success Program provides a set of predefined workshops where we provide guidance on best practices, such as transitioning to cloud technology, hybrid architecture, integration and messaging patterns, etc.



03 Architecture review

On customer request, an architect will be made available to assess the customer's currently deployed TIBCO technology architecture in order to provide feedback on if the TIBCO technology is being used in the most efficient manner. The customer will receive a set of observations and recommendations with a clear scoring on the importance of any remedial activities required.



04 Health checks

A customer can also request for a detailed assessment of the implementation of TIBCO technology, from a code and deployment configuration aspect, to ensure it aligns with TIBCO implementation best practices. The health checks focus on the specific implementation of a product such as TIBCO BusinessWorks™, TIBCO® Messaging, TIBCO EBX®, and others. As for the Architecture Review, the customer will receive a set of observations and recommendations with a clear scoring on the importance of any remedial activities required.



05 Advanced troubleshooting support

In high-risk situations, the Customer Success Team will assist our support team in dealing with critical issues experienced on the platform. This will take the form of advanced troubleshooting activities, and act as a liaison with product support and engineering teams. The team will stay engaged until the critical issues are resolved and then provide any remedial actions to prevent the issue from recurring.



06 Training

A training specialist is provided to help customers assess their training goals and provide a path of how to achieve those goals. Through a set of self-paced learning or instructor-led training courses, customers will form the basis to achieve accredited TIBCO Certified status.



07 Enablement sessions

The program includes a set of pre-packaged enablement sessions, delivered by an architect and training specialist, available to our customers and their partners. The enablement sessions expand on product training by demonstrating how to adopt the latest features, implementation patterns, deployment architectures, and administration policies. Where applicable, the course also covers the migration approach and associated tooling.

Examples include:

- Integration services using TIBCO BusinessWorks™ Container Edition
- Process automation with TIBCO® BPM Enterprise
- Data Management solutions with TIBCO EBX® 6



08 Delivery assets

The Customer Success Team provides access and advice on available delivery tools, templates, and accelerators. The team may recommend and/or make available to customers certain assets that are subject to the terms of open source licences, which may help facilitate a customer or partner's ability to make their own modifications as required. As with all open source components, use of such assets is subject to the terms of the applicable open source licences that accompany the assets.

Examples include:

- Architectural blueprints / reference architectures
- Code quality tooling
- CI/CD templates
- Project management templates
- Development templates
- Automation tools
- Infrastructure as code templates
- Use case accelerators



09 Project initiation support

When a customer needs to onboard additional TIBCO technology our team is available to engage and advise the customer in establishing the project architecture and project plan based on our expertise in delivering customer projects and our delivery assets.



10 Quality assurance

We aim to support our customers and partners with TIBCO deployment solutions, upgrades, and enhancements—by providing architectural best practices, governance advisory, and oversight—we work together to achieve the optimal outcome.



Terms

The Customer Success Program is provided to customers at no additional charge to their license subscription, provided, however, that TIBCO is not bound to perform or deliver any of these services, which will be provided at TIBCO's discretion based on the Customer's objectives.

Company owns all intellectual property rights to all Customer Success Program Materials (defined below) and all derivatives thereof. Company grants Customer a non-exclusive, royalty-free, world-wide, non-transferable license to use the Customer Success Program Materials solely (i) for Customer's internal business and (ii) as necessary for use with the Products licensed by Customer in an Order. Customer Success Program Materials are licensed "as-is" and Company does not provide any express, implied, or statutory warranties, including all warranties of merchantability, fitness for a particular purpose, or non-infringement, for any Customer Success Program Materials delivered in connection with the Customer Success Program. Customer Success Program Materials" means any tangible or intangible information, design, specification, instruction, projectware or data (and any modifications, adaptations, derivative works or enhancements) provided by Company during the performance of the Customer Success Program which incorporates, reinforces or is used to apply Company's configuration or implementation methodologies, processes and know-how to Customer's use of the Company Products.