



TIBCO DirectConnect Support Program

Stay ahead with personalized support

KEY ATTRIBUTES OF DIRECTCONNECT SUPPORT

- A team of highly experienced DCMs familiar with your unique use of TIBCO products and related technology
- Accelerated mobilization of TIBCO resources including our Support, Engineering, Product Management organizations for fast, accurate issue resolution
- Coordinated resolution of issues across the entire TIBCO product portfolio
- Proactive approach to ensuring your readiness and smooth transition/integration of TIBCO product updates/new releases
- Centralized management and consistent, timely responses to issues across your organization that affect TIBCO products
- Regular status meetings with personalized reports

TIBCO DirectConnect Support provides faster, highly personalized, and more flexible support to streamline and accelerate your TIBCO implementations and deployments. Support is delivered through DirectConnect managers (DCMs) who gain an understanding of your technical and business priorities and proactively and reactively deliver services to ensure your success. DCMs manage your support services and build relationships with your team members to become trusted points-of-contact, resulting in faster and more exacting problem resolution.

SECURE AND ENHANCE YOUR TIBCO INVESTMENT

In an increasingly competitive business environment, high availability, performance, and maximum return on your IT investment are key enablers. Preventing costly downtime and risk are top concerns.

Over and above TIBCO Standard support, DirectConnect provides two annual offerings, **DirectConnect Advantage** and **Gold**, designed to address the concerns for any business with high value, business-critical TIBCO applications. These more robust offerings optimize and personalize your technical support strategy so you can achieve your goals.

ASSIGNED MANAGERS

With TIBCO DirectConnect Support you are assigned a three-person global DCM team that takes an active role in planning, assisting, and ensuring successful use of TIBCO products. In addition, the Gold program provides faster response times (SLAs) and personalized status updates from the DCMs.

PROACTIVE AND THOROUGH

TIBCO's software, service, and support programs have evolved in response to customer requirements for highly scalable, reliable, and secure software infrastructure. You can be sure that your DCM team is proactively planning for your success and is on-call to address any issues that arise during planning, implementation, deployment, or maintenance of your TIBCO software.

By thoroughly understanding your technical environment and use of TIBCO software, the DCM team helps you plan for upgrades and quickly deal with issues of any severity. And by providing status reports and onsite reviews, the team helps streamline planning, implementation, deployment, maintenance, and change management.

EXPERT FORUMS

Your DCM team facilitates support forums with TIBCO Product Management and Engineering teams who take the time to focus on your organization's needs and priorities.

Your TIBCO DCM team becomes familiar with your technical environment, unique business challenges, and TIBCO implementations. This information is made available to TIBCO Support, Product Management, and Engineering organizations to help accelerate issue resolution.

WHY TIBCO DIRECTCONNECT?

Companies that choose TIBCO DirectConnect Support typically need or want:

- An assigned team focused on resolving product issues quickly and that understands your technical environment, use of TIBCO products, and business impact
- Ongoing, personalized technical support advice regarding operations, product upgrades, and upcoming product enhancements and fixes
- Fast, effective, personalized management, coordination and resolution of all support issues across your organization, and product and detailed issue status reports
- A global team with members in multiple regions for more timely assistance

ONBOARDING

The TIBCO DCM team meets with key members of your team in their respective global regions. These meetings include:

- *Information gathering.* We gain an understanding of your infrastructure, systems environment, priorities, and business drivers.

- *Personalized support planning.* To develop your plan, we review TIBCO Support processes and online tools that provide easier and faster resolution of all issues, personalized and customized reports, and schedules for regular status meetings.

ENGAGEMENT

TIBCO DirectConnect Support teams:

- *Develop, Maintain, and Communicate.* Product support issues and details about your technical environment are directly communicated to TIBCO Support, Product Management, and Engineering teams.
- *Facilitate Operational Support.* DCM teams provide analysis and assist in planning for TIBCO product upgrades. *Manage All Support Issues.* From initial reporting to resolution, DCM teams provide proactive, value-add services to anticipate and prevent issues from occurring and direct TIBCO's response to high severity production issues.
- *Stay Engaged.* DCM teams conduct status calls, meetings, and periodic onsite product support reviews.
- *Facilitate Delivery of TIBCO Product Information.* Teams facilitate road map sessions and TIBCO product demonstrations.

THE RIGHT LEVEL OF SUPPORT

TIBCO Standard support offerings provide technical support via the web and phone:

- *Bronze:* Monday through Friday, 8am to 5pm local time
- *Silver:* 24x7 year-round

TIBCO DirectConnect support offerings provide a global three-person DCM team:

- *DirectConnect Advantage:* All DirectConnect services added to Silver support
- *Gold:* Same as DirectConnect Advantage but with faster response times (SLAs) and personalized status updates from the DCMs

Bronze or Silver customers needing increased support for mission-critical or go-live deployments can add DirectConnect Advantage support on a monthly basis (maximum 3 months per 12 month period). For these monthly DirectConnect Advantage engagements, Bronze customers are assigned one DCM in their local region; Silver customers are assigned a three-person global DCM team.

SUPPORT OFFERINGS

FEATURES	BRONZE	SILVER	DIRECTCONNECT SUPPORT	
			DIRECTCONNECT ADVANTAGE	GOLD
DIRECTCONNECT MANAGER (DCM) SUPPORT AND DELIVERABLES	N/A	N/A	3 Global DCMs (1 lead and 2 regional)	3 Global DCMs (1 lead and 2 regional)
DCM ONSITE MEETINGS	N/A	N/A	Included	Included
DCM FORUMS	N/A	N/A	Included	Included
SERVICE HOURS	8 to 5 Local Time Monday-Friday	24x7	24x7	24x7
INITIAL RESPONSE	Severity 1: 4 business hours Severity 2: 4 business hours	Severity 1: 4 hours Severity 2: 4 hours	Severity 1: 4 hours Severity 2: 4 hours	Severity 1: 1 hour Severity 2: 2 hours
FREQUENCY OF STATUS UPDATES	Severity 1: Ongoing (during business hours, 8x5) Severity 2: Each business day, or as agreed to with customer	Severity 1: Ongoing (24x7) Severity 2: Each business day, or as agreed to with customer	Severity 1: Ongoing by DCMs (24x7) Severity 2: By DCMs each business day, or as agreed to with customer	Severity 1: Ongoing by DCMs (24x7) Severity 2: By DCMs each business day, or as agreed to with customer
PREREQUISITES	None	None	Bronze or Silver Support for monthly service, Silver Support for annual service	Silver Support



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TIBCO enables digital business solutions through smart technologies that interconnect everything and augment intelligence. This combination delivers faster answers, better decisions, and smarter actions. TIBCO provides a connected set of technologies and services, based on 20 years of innovation, to serve the needs of all parts of an organization—from business users to developers to data scientists. Thousands of customers around the globe differentiate themselves by relying on TIBCO to power innovative business designs and compelling customer experiences. Learn how TIBCO makes digital smarter at www.tibco.com.

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