The Rocket Software Experience

Rocket software ®

Working with Rocket Software means having our commitment to you as a new member of our community, founded on the core values which have nourished our growth for more than 30 years. We care about your success as it if were our own — **because it is.**

Rocket Software's core values are:

EMPATHY   HUMANITY   TRUST   LOVE

As a Rocket Software product user, I know:

01
I will achieve legendary impact in the world through my Rocket products

02
Rocket will always listen and respond to my product needs

03
My Rocket products are built to last and will continue to serve me by anticipating my future needs

04
I can trust that my Rocket products have the highest level of quality, reliability, performance, scalability, and security

05
Rocket will stand behind their products with pride and only create products that I LOVE

06
I will be delighted by every aspect of my Rocket product experience

As a Rocket Software customer, I can expect that:

01
You will treat me with the same respect and empathy you'd want for yourselves

02
You will act in my best interest and do what is right for me

03
You will personalize your service based on the way I wish to receive it

04
You will do what is necessary to meet my expectation, and will aim to exceed that expectation

05
You will tell me what to expect from you, and you will notify me immediately if you think you will deviate from that expectation

06
If you have to tell me you cannot do something, you will always give me options about what you can do

07
You will assign one Rocketeer as the single owner of the request I've made of you

08
I will determine when my request is resolved, not you