



Doing Business with Rocket Software



Introduction

Dear valued AMC Customers and Partners,

We are excited to take the next step in welcoming you to the Rocket Software family. We are here to help you with the transition to our operational processes for transacting business, managing financials, placing orders, accessing technical support, engaging in service delivery, downloading products, managing license keys, and so much more.

This guide was created to answer questions about how to work with Rocket Software beginning May 1, 2024.

The sections in this guide include:

- Legal, Tax, Invoicing, and Payment
- Professional Services
- Relationship Management
- Technical Support

If you have additional questions not addressed in this document, please email askrocket@rocketsoftware.com and we will respond as quickly as possible.

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Legal, Tax, Payment, and Invoicing

Please visit the following weblink to see to which Rocket Software entity your contracts have been assigned to: <https://www.rocketsoftware.com/company/legal/AMC-assigned-entity>.

In the short term, nothing will change with how your contract is serviced and how you will be invoiced. Pursuant to our transition services arrangement with Open Text, until further communication with Rocket Software, you will continue to receive invoices from Open Text and payment instructions will remain the same.

If you have additional questions, please contact your account executive.

Professional Services

1. Will the personnel who deliver my services be changing?

- There are no planned changes to personnel assignments. We will continue to deliver our service engagements ensuring the same level and quality of service using the resources that are engaged with you today (or comparably skilled) through the end of the contract period. All contractual agreements, including Master Services Agreements, will be honored in full.
- If a change should become necessary, the Rocket Software Professional Services management team will work with you to ensure a smooth transition and your continued satisfaction.

2. Will the method and frequency of project status checkpoints be changing?

- The method and frequency of project status checkpoints will not change from what you are accustomed to unless you prefer a different method or frequency. The Rocket Software team will adapt to what you are most comfortable with.

3. How do I initiate a new services contract?

- Your AMC Account representative is available to you and if you are unsure how to reach them, you can connect with Rocket Software with either of the below options.
 - Askrocket@rocketsoftware.com OR
 - 781-577-4323 (Direct) / 855-577-4323 (Toll-free) and you will be directed to your AMC Account representative



4. Who will be my primary contact for new service engagements?

- Your primary contact in a Rocket Software services engagement will be your Rocket Software project manager.

5. Are there any changes to the service levels I have come to expect from OpenText/Micro Focus?

- There will be no changes to your service levels. The Rocket Software team is committed to your success and is here to help in any way we can. We will do our best to ensure that you are completely satisfied with our engagement with you.

6. I have a proposed statement of work in progress. Can this continue, or do we need to start a new one?

- Your AMC Sales representative will work with you to ensure continuity with the SOW so that Rocket Software is prepared to meet your expectations once contracted.

7. Will there be changes to invoicing for Professional Services?

- There will be no changes to invoicing timing or methods in the near term. You will be notified of any changes in the future as Rocket completes the transition of the AMC business.

Relationship Management

1. Will the staff who supported me at OpenText/Micro Focus still be available, including my sales contact?

- AMC employees are joining the Rocket Software team. There should be no interruption to the people you currently work with at AMC. In some of our APAC regions, your Account Executive may have transitioned. Most names and faces will be familiar, and some will be new. All are committed to ensuring you receive the highest level of service.

2. How do I reach the Rocket Software channel manager, account executive, or renewal representative assigned to my account?

- If you are unsure who to contact at Rocket Software or how to reach your AMC representative, any of the options below are available to help you:
 - Askrocket@rocketsoftware.com OR
 - 781-577-4323 (Direct) / 855-577-4323 (Toll-free) and you will be directed to your AMC Account representative.

3. I recently received a quote from OpenText; will Rocket Software honor it? Where do I send the POs or signed order forms?

- Yes, your in-flight quotes will be honored. You will receive a communication that your quote will now reference Rocket T&Cs.
- Quotes are valid through the current period of performance expiration date (renewals).
 - The expiration date stated on your new sales quote, and/or
 - The expiration date of the current period of performance stated on your renewal quote
 - Continue to send renewal or new sales POs and signed order forms to your Account Executive or Renewal Representative

4. What business transaction changes will I see?

- Business transactions, such as contracts, invoices, purchase orders and payments will not change immediately. You will be notified well in advance of these changes as we transition our business operations to Rocket Software.
- All new quotes generated post Legal Day 1 will have Rocket Software Terms and Conditions, and Rocket will have a link to its end-user license agreement on the OT/MF quotes.

5. Who should I contact if I need to purchase additional products, licenses, or services, or if I have questions about my current licenses?

- Contact your channel manager, account executive, or renewal account executive.
- If you are not certain who that is or have difficulty reaching them, contact Rocket Software at askrocket@rocketsoftware.com or at 781-577-4323 (Direct) / 855-577-4323 (Toll-free) and you will be directed to your AMC account representative.

6. Are there any product name or number (SKU) changes I should be aware of?

- Not at this time. You will be notified when Rocket is closer to completing the integration.

7. Can Rocket software meet my full modernization needs?

- Yes, Rocket Software can now support you no matter where you are on your modernization journey. With the acquisition of AMC, you now have access to a comprehensive range of products and solutions covering the modernization continuum, spanning the mainframe to the cloud, all under one unified partner.
- We are committed to not only keeping, but investing in and innovating the AMC products you know and trust, and that your business relies on. These products complement Rocket Software's existing portfolio and have been strategically identified to address significant market demands.

8. Will this slow the product roadmap?

- No, we are welcoming more than 770 new software engineers, go-to-market professionals, and other supporting team members to the Rocket Software team. Additionally, there are hiring efforts already underway for hundreds more to keep the product roadmap running smoothly.

9. What changes should I expect when communicating with the AMC team?

- You will begin to see emails from your current contacts using their rocketsoftware.com email addresses. For the foreseeable future, the current email address you have for the AMC team will continue to work and will be forwarded to their Rocket Software address.
- You will begin to see virtual meeting invitations using the WebEx platform. You will receive replacement meeting invitations for any currently scheduled meetings.
- Please email csm.connect@rocketsoftware.com with additional questions.

10. For Renewals and New Business Opportunities that previously had AMC products and other non-AMC products (OpenText or other Micro Focus products), how should we expect to transact now on those?

- You will now receive two renewals and not have AMC/non-AMC mixed on a renewal or new business quote.

11. I am a Partner, what will my experience be like Day 1?

- You will be able to access content on the OpenText Partner Portal for 6 months. When Rocket is ready to cutover to Rocket's Partner Portal, you will receive a communication with the details ahead of the migration.
- You will still be able to self-quote through the OpenText Partner Portal until we migrate to Rocket's Partner Portal.
- You will have to do separate transactions for AMC and non-AMC business.
- Rocket will be migrating to Moodle for product enablement and certifications soon and will provide a communication as we get closer to that.
- Your current contract has been acquired by Rocket Software and all the associated T&C's stay the same post-acquisition. Working with the OpenText team, our aim is to ensure a seamless transition over to Rocket Software. In the meantime, continue to work with the same focal points as you have today. Plan to attend (or review) the live webinar with our leadership team on May 8th to get your questions answered.
- For questions, continue to work with the same focal points as you have today. If you still have questions, feel free to email us at amc.partner.integration@rocketsoftware.com.

12. Can I follow Rocket Software on social media?

- You can find Rocket Software on these social media platforms:
 - <https://www.linkedin.com/company/rocket-software/mycompany/>
 - <https://www.facebook.com/RocketSoftwareInc/>
 - <https://twitter.com/Rocket>
 - <https://www.instagram.com/rocketsoftware/>

13. Do you offer opportunities to join Customer Advisory Boards or in-person user groups?

- For over 30 years, Rocket Software has worked to build long-lasting relationships based on its corporate values - empathy, humanity, trust, and love. That is why we created the Rocket Software President's Advisory Council (RPAC), a hand-picked group of technology and business leaders that share our values and help shape our product roadmaps and company strategy. The insights and feedback we get from RPAC members help us make better decisions.
- You can learn how to join the RPAC at <https://www.rocketsoftware.com/rocket-presidents-advisory-council>

14. Rocket Software has recently relaunched the Rocket Software Partner Portal. The Rocket Software Partner Portal is intended for all partners of Rocket Software, including partners from Rocket Software, B.O.S., Uniface, and other Rocket Software acquisitions. Visit <https://partners.rocketsoftware.com> for access to:

- Deal Registration
- On-Demand Enablement
- Product Collateral
- Program Guides & More
- Any questions regarding partner engagement should be directed to partners@rocketsoftware.com

Technical Support

1. How do I contact Rocket Software customer support for AMC products starting on May 1, 2024?

- Your AMC products are now part of the Rocket Software portfolio and will have the same dedicated support teams in place. For now, you will continue to contact AMC Global Technical Support (both for Business Support and Premium Support) through the Micro Focus portal as you do now, using your current credentials. To access the support portal please go here: [AMC Support Portal](#)
- Similarly, you can call Support regarding your AMC products using the numbers to be found here: [AMC Support Telephone Numbers](#)

2. Can I still access the AMC Community Forum?

- Yes, that is still your forum, and you can participate as you do now.

3. Will there be any changes to my service level agreements and commitments?

- There will be no changes to your service level agreements and commitments.

4. How do I submit an enhancement request to Rocket Software on May 1, 2024?

- Requests for changes and enhancements to Rocket Software's AMC products should be routed through the support portal as you do now.

5. How do I request a replacement or an emergency license key?

- In the same way as you do now by going to [AMC Support Portal](#).

6. How do I report a bug starting April 1, 2024?

- Open a case on the [AMC Support Portal](#).

7. What if I have more questions about obtaining Support?

- Please email askrocket@rocketsoftware.com and we will respond as quickly as possible.

About Rocket Software

Rocket Software partners with the largest Fortune 1000 organizations to solve their most complex IT challenges across Applications, Data and Infrastructure. Rocket Software brings customers from where they are in their modernization journey to where they want to be by architecting innovative solutions that deliver next-generation experiences. Over 10 million global IT and business professionals trust Rocket Software to deliver solutions that improve responsiveness to change and optimize workloads. Rocket Software enables organizations to modernize in place with a hybrid cloud strategy to protect investment, decrease risk and reduce time to value. Rocket Software is a privately held U.S. corporation headquartered in the Boston area with centers of excellence strategically located throughout North America, Europe, Asia and Australia. Rocket Software is a portfolio company of Bain Capital Private Equity. Follow Rocket Software on [LinkedIn](#) and [X](#) (formerly Twitter).

Modernization. Without Disruption.™

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