



DATASHEET

# Rocket Support

Protecting Your Investment in Our Software

## Personalized Service— It's Your Right

At Rocket, support is not just a function, it's a profession—and we practice it with pride and passion. You'll find that most of our Rocket Support professionals have been with us for many years and are supporting the same products they learned when they joined us. This allows us to deliver deep product expertise and long-term familiarity with your specific configurations, and you'll never have to explain how our products work to the person who answers your call. We understand that a call to Support is a call for help, and no one takes more pride in providing that help than a Rocket Support Engineer.

Unlike other software companies, we don't charge you anything additional for "premium" service because we believe that every customer deserves a premium experience. It's our promise in exchange for the privilege of doing business with you. Regardless of what day of the week or time you call us, we will happily deliver outstanding service at no extra charge, even if it's 3 AM on Sunday morning or on your holiday weekend. We know you can't plan for when you need help—but we can. Rest easy knowing that somewhere in the world, a Rocket engineer is working to protect your investment in our software.



Tim Shea

Senior Manager,  
Technical Support Engineering  
MultiValue Databases

"Tech Support is a team sport.  
With 24x7 support, our  
customers get the help they  
need, when they need it."



## Stay Competitive

Get automatic updates to Rocket software, including new versions, releases, modifications, and service packs. Email alerts keep you on top of important news, service requests, and the latest software updates.

## Stay Current

The Rocket Customer Portal is home to self-help tools such as our comprehensive Knowledge Base and product documentation. Stay current with 24x7 online access to a wide range of technical documents and resources. View your open support cases and requests in one central place.

## Support Offering

All Rocket maintenance contracts include new versions, releases, modifications, service packs, access to the Rocket Customer Portal, chat, 24x7 phone, proactive alerts, tech notes, and how-to webinars. There are no support tiers—all customers receiving maintenance services get the same level of premium support.





## Follow-the-Sun Support



“Outstanding work; my expectation was far exceeded. Your support for this work is to be commended as being a shining example of what customer service should be in a lackluster IT world.”

“I find the support staff to be very helpful and attentive to our needs. Always helpful in finding solutions to our problems and challenges. Rocket has a great team of professionals.”

## Community Bill of Rights

|  |   |  |  |   |  |  |  |
|--|---|--|--|---|--|--|--|
| <p>You will treat me with the same respect and empathy you'd want for yourselves</p> | <p>You will act in my best interest and do what is right for me</p> | <p>You will personalize your service based on the way I wish to receive it</p> | <p>You will do what is necessary to meet my expectation, and will aim to exceed that expectation</p> | <p>You will tell me what to expect from you, and you will notify me immediately if you think you will deviate from that expectation</p> | <p>If you have to tell me you cannot do something, you will always give me options about what you can do</p> | <p>You will assign one Rocketeer as the single owner of the request I've made of you</p> | <p>I will determine when my request is resolved, not you</p> |
|--|---|--|--|---|--|--|--|

“Every time I've called support with a problem or a question, they have gone above and beyond to get my question answered or to help me fix the problem I've created.”

“Customer service is top notch! They are responsive to customer requests and take actions to satisfy customer needs.”

[rocketsoftware.com](http://rocketsoftware.com)  
[info@rocketsoftware.com](mailto:info@rocketsoftware.com)  
 US: 1 877 577 4323  
 EMEA: 0800-520-0439  
 APAC: 1800 823 405  
[twitter.com/rocket](https://twitter.com/rocket)  
[www.linkedin.com/company/rocket-software/](https://www.linkedin.com/company/rocket-software/)  
[www.facebook.com/RocketSoftwareInc](https://www.facebook.com/RocketSoftwareInc)  
[blog.rocketsoftware.com](http://blog.rocketsoftware.com)

