



The Value of Rocket Software MultiValue Support



Enjoy upgrades, rapid 24x7 response for high-impact issues, technical expertise and professional courtesy

At Rocket Software, technical support isn't just a function, it's a service — one we practice with pride and passion. Most of our Rocket Support professionals have been developing their knowledge of, and support for, our products for many years. That's how we deliver deep product expertise and long-term familiarity with your specific configurations. You'll never have to explain how our products work to the Rocket Support Engineer who answers your call.

Benefits/Features



Stay competitive

Get updates of your Rocket Software products using our self-service portal Rocket Business Connect (RBC), including new versions, releases, modifications, and service packs.



Strengthen security

Staying on the latest Generally Available (GA) release of your Rocket Software product helps protect your application and data, and eases compliance.



Enhance customer success

The Rocket Community Portal is home, 24x7, to a wide range of self-help technical documents and resources such as our comprehensive Knowledge Base. View your open support cases and requests in one place.



Experience premium technical support

There are no MultiValue support tiers — all customers get the same level of premium support including 24x7 phone support, chat, and tech notes.



Enjoy personalized service

By joining the Rocket Community, we strive to deliver continuous exceptional service as outlined in our Rocket Community Bill of Rights.



Reduce downtime

Your maintenance agreement gives you seamless access to our support team if your system goes down.

What our customers have to say



"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."

Rocket Customer

Between RBC and the Rocket Community Portal you can manage everything related to your support requirements in an effective manner – 24x7. A current support and maintenance agreement with Rocket Software entitles you to:



Knowledge base

Find useful articles related to your Rocket products including how-to articles, tech notes, and troubleshooting.



Downloads

Get digital packages and updates for your Rocket products from RBC to maximize performance and profit from new features.



Case management

Keep track of your case activity and open, follow up, close, or re-open technical support cases anytime.



License Keys

Once the RBC system has been updated to reflect the version being installed, use RBC's web-based 'Authorize Products' page to obtain your authorization key to get up and running in no time.



Order products

RBC allows you to order a new product or upgrade your existing license to the necessary version. Version upgrades are allowed and no charge if you are active on maintenance.



My Products

Review all your Rocket products entitlements including maintenance status and expiration date.



Rocket Business Connect

Request access to this self-service portal by emailing rbc@rocketsoftware.com or your account or renewals rep.

Community Bill of Rights

1

Rocket Software will treat me with the same respect and empathy it would want for itself.

2

Rocket Software will act in my best interest and do what is right for me.

3

Rocket Software will personalize its service to best meet my needs.

4

Rocket Software will do what is necessary to satisfy my expectations, and will aim to exceed that expectation.

5

Rocket Software will tell me what to expect and will notify me if there will be any deviations from those set expectations.

6

If Rocket Software is unable to meet my expectations, it will still provide useful alternatives.

7

Rocket Software will assign one Rocketeer as the sole owner of any service request I make.

8

I determine when my request is resolved, not Rocket Software.

Invest in your future success by renewing your maintenance.

[Contact Renewals](#)

 **Rocket** software

Modernization. Without Disruption.™

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[Support Portal](#)

