



24x7 EMERGENCY PRODUCTION DOWN SUPPORT

Our Emergency Production Support is an added level of service beyond GemStone Standard Maintenance and Support that gives you immediate access to technical expertise should you encounter a mission critical production error.

Features

- 24 hours a day, 7 days a week, 365 days a year coverage for your mission critical GemStone production application
- Rapid response time
- Immediate prioritization and escalation of your production emergency issue
- Post-mortem problem analysis and preventive maintenance recommendation

Additional Information

- Production readiness assessment and disaster recovery planning modules available for an additional charge.
- Standard Maintenance and Support service required
- Level of support shall not exceed a commercially reasonable amount
- 24 by 7 Emergency Production Support provided for selected GemStone products, current versions and GemStone supported configurations
- Customers will be notified of changes to this program

Response Process

- The customer's designated contact person(s) will place an emergency service request to GemStone about a critical software error via the 24x7 emergency support telephone number. A critical software error means an error which causes, or may be about to cause, data corruption or work stoppage in a production system environment. This request should include specific information about the error to enable GemStone to assemble a response team.
- GemStone will acknowledge the emergency service request within approximately 15 minutes by contacting the support person who placed the request.
- A collaborative determination will be made regarding the criticality and severity of the situation leading to the request.
- If the parties determine that a critical software error in fact exists, GemStone will assemble the appropriate response team.
- Through the responsible GemStone support engineer, the response team will continue working with the customer until production status is restored, following reasonable escalation procedures as needed to assist in the restoration.
- GemStone and customer will participate in a post-emergency review to determine what the error resulted from.
- If the error occurred as the result of a problem in the GemStone software, GemStone will follow up with a reasonable action plan for final resolution.

TO REACH TECHNICAL SUPPORT:

E-mail:

Worldwide: support@gemstone.com

Phone: (800) 243-4772

Fax: (503) 629-8556

Web: <http://www.gemstone.com>

We request that customers provide their name and GemStone license number with any service request.