

Datawatch Software Maintenance Plan

Datawatch Software Maintenance Plan helps you maximize your investment in Datawatch and streamlines your journey into Data Preparation. Through a combination of traditional and community-based support services, product upgrades, and on-line knowledge bases, you will have the answers and resources you need to troubleshoot any problem and keep Datawatch running smoothly.

With the Datawatch Software Maintenance Plan your organization can:

- Troubleshoot any product issues you are experiencing
- Learn best practices from your peers in other organizations around the world
- Stay up to date with the latest Datawatch product advancements

Maintenance Plan Components

The Datawatch Software Maintenance Plan offers several key components, all designed to help you quickly resolve any issues you are facing, and maximize your investment.

PHONE & EMAIL SUPPORT

The Datawatch Customer Support team is staffed by Datawatch solution experts located in support centers around the world. These support engineers are familiar with the common challenges organizations face when deploying Datawatch products, and are able to quickly diagnose and resolve any product-related issues that you are facing. Support includes unlimited phone and email access to your local support team during standard business hours.

CUSTOMER PORTAL

Subscribing customers benefit from free, unlimited access to the Datawatch Customer Support Portal. This portal is often the most efficient way to get answers to your common questions as it provides a comprehensive knowledge base containing answers to many common product questions, access to product downloads, latest news and support topics. The site also allows you to submit and track support tickets.

PRODUCT UPDATES

Subscribing customers are automatically given access to the latest releases via the Datawatch Support Portal. This includes major software releases, as well as service releases for key software updates or fixes. As a registered Datawatch Support Portal user you will be able to easily download and install updates to all your Datawatch products at no additional charge.

SOFTWARE SUPPORT

Datawatch will support the current major version of the software and one major version back for customers that are on current software maintenance and support agreement.

Support consists of the following.

- Response to questions about using product features
- Operational questions
- Guidance on installing new updates and patches
- Guidance does not mean helping with an installation or upgrade
- Datawatch strongly suggests that Datawatch Professional Services handle all upgrades and patches
- Investigation into operational failures and/or issues

Datawatch Software Maintenance Plan Benefits

The Datawatch Software Maintenance Plan maximizes and protects your investment in Datawatch by ensuring your organization is using the solutions to their fullest potential.

By using the Datawatch Software Maintenance Plan you can:

- Speed time to market—tap into best practices from peers and get troubleshooting tips from our support engineers to get your organization up and running on Datawatch quickly.
- Build Datawatch solutions competency—through on-line resources and available support experts, hone your Datawatch skills to tackle new analytical challenges.
- Minimize downtime—quickly resolve any issues that arise to ensure that Datawatch is always available to meet your organization's needs.

FOR MORE INFORMATION ABOUT SUPPORT: Please visit <http://www.datawatch.com/support>

FOR INFORMATION ABOUT TRAINING: Please visit <http://www.datawatch.com/resource-center/datawatch-training/>