Embarcadero Enablement and Support

Getting the most from your investment

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EMBARCADERO UPDATE SUBCRIPTION VALUE

Embarcadero invests nearly 2x the industry average in R&D as a percentage of sales. This enables us to provide continuous product improvements to keep your tools at peak performance.

With a world-class 97% customer satisfaction rate, our support team professionals are experts at troubleshooting, problem diagnosis, and problem resolution. We possess strong technical knowledge complemented by in-depth experience in application and database design, programming, management, and system operations, and work with you so you get the most out of your Embarcadero Technologies tools.

EMBARCADERO PREMIUM UPDATE SUBSCRIPTION

Premium Update Subscription

Premium Update Subscription provides additional assistance to ensure a smooth deployment. This package includes all of the support features and benefits that are included in our Standard Update Subscription plus customized features to protect your investment with and 'insurance policy' of specialized services, above and beyond our standard support.

- Receive three (3) additional annual support incidences with online tracking
- Get free access to the annual CodeRage global event
- Prior version support/updates for top issues (some limitations apply)
- Be among the first to evaluate future releases with beta program privileges (early invitations, early access and priority enrollment)
- Receive priority support for issues submitted via the website and telephone
- Provides strategic roadmaps and business sync session with Product Management Team

Standard Update Subscription

With Included Update Subscription you'll have instant access to the latest versions of our award-winning RAD Studio, C++Builder or Delphi software. When new features are added you'll get them immediately. If you need support or have questions, we'll be standing by to help you. If something breaks, don't worry, Included Update Subscription has you covered. We feel this is critical to insure the best user experience and provide customers the most from our developer tools.

- Periodic Critical Function Hotfixes
  Discretionary hotfixes for critical product functions - where no work-around is available.
- Continued Maintenance
  On-going maintenance updates for the current release and two previous releases.
- Technical Support
  Phone based technical support and three (3) annual incidents with online tracking.
- Major Version Upgrades
  All major version upgrades. E.g. 10 Seattle to 10.1 Berlin etc. Always get the latest version when it's released.

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FEATURE COMPARISON

Support Feature	Standard	Premium
Current release upgrades, updates & patches	✓	✓
Exclusive technical content	✓	✓
Three annual support incidents w/ tracking	✓	✓
Annual product funcionality roadmap survey	✓	✓
Early Beta Access to fixes and next major versions	✓	✓
Annual CodeRage Pass		✓
Prior version support/updates for top issues (some limitations apply)		✓
Three additional annual incidents with online tracking		✓
Premium annual products roadmap survey		✓

CONTACT SUPPORT

Support is available today to help you make the most of your organization's investment in developer tools. For more information, please visit us at www.embarcadero.com/support.

SUPPORT CONTACT INFORMATION FOR DEVELOPER TOOLS

3rd Rail, C++Builder, Delphi Prism, Delphi for PHP, Interbase, JBuilder, J Optimizer, RAD Studio

North America and Latin America:
Hours: Monday to Friday, 7:00am to 5:00pm Pacific time
United States/Canada: 1-800-523-7070
Brazil: +55-11-3741-5555
All other Americas: 800-523-7070
Open a case online at:
http://support.embarcadero.com/forms/

Europe, Africa and the Middle East:
Phone: +44 (0) 1628 684499
Hours: Monday to Friday, 9:00am to 5:30pm UK time English Only
France: 0805 101 052
Germany: 0800 664 7528
UK & Ireland: 0800 007 5465
Netherlands: 0800 020 0098
All other EMEA +44 1628 684 470
Open a case online at:
http://support.embarcadero.com/forms/

Asia Pacific:
Hours: Monday to Friday, 9:00am to 5:30pm Australian Eastern time
Australia: +61 2 8098 8800 dial 3
Japan: +81 3 4577 4520
All other APAC: +1 831-431-5100
Open a case online at:
http://support.embarcadero.com/forms/

What some of our customers have to say...

"Embarcadero's engineers are some of the finest technical professionals I've had the pleasure of working with"

"Absolutely incredible, knowledgeable, friendly and professional service"

"I don't need to call for assistance often, but when I do I always get prompt, courteous and effective assistance"

"Could not ask for more as far as service level".

"I was impressed by the support I had during the product evaluation and it was one of the important reasons to choose your product"

"Support provided great response and assistance. Thanks!"

"The Support rep was able to resolve my issue without hesitation, and within a couple of minutes. Fantastic!!"

"I don't know of any other software companies who are as responsive as you guys! Keep up the good work"

Download Free Product Trials at www.embarcadero.com