

## GMB's Maintenance & Technical Support Services



GMB's Maintenance & Technical Support Services include:

- Automatic Software Upgrades (ASU)
- Service Packs
- 1-800 Support (Incidents)
- Free Web Based Support
- On-site Technical Support
- Desktop/Streaming 'On-site' Support



### Automatic Software Upgrades (ASU)

GMB has been shipping an average of two major upgrades per annum for its RecFind range since 1986. During this time the whole product range has been redesigned and rewritten at least three times. GMB's Automatic Software Upgrade (ASU) service ensures that the customer is shipped at least two product updates per annum. These updates will contain new RecFind functionality, fixes and updates to ensure compatibility with the latest releases of Microsoft, Novell, Lotus Notes and Oracle products. As well as providing the customer with new and improved features, the ASU service also protects the customer against technological obsolescence. It protects your software investment and ensures that you are able to keep pace and stay compatible with the rapidly changing IT environment.

Software upgrades include:

- *Maintenance enhancements*, to support changes in operating systems and relational databases
- *Functionality enhancements*, enhancing existing functionality, adding new functions and features
- *Technology enhancements*, to take advantages of new technology, improving product performance, reliability and scalability

A current ASU is required to be eligible to utilize GMB's 1-800 Support Service, as in most cases the answer to a support issue will be to move to the latest release, or for GMB to develop a fix for the latest release.

GMB, like other software vendors, does not apply fixes to previous releases of its software, only to the current release.

A one-year ASU costs 18% of the list price of the software. If the customer does not

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have an ASU then it would cost 100% of the list price of the software to move to the next release. Alternatively, GMB offers you a lower cost option to paying full list price in those circumstances where the ASU has been expired for six months or longer. The customer can reactivate its ASU by paying a nominal 25% reinstatement fee (i.e., 25% of the list price of the software). This will always be a significantly lower cost option than paying full list price.

Automatic Software Upgrades are offered for one, two, three, four or five-year periods at heavily discounted rates. The longer the period the more significant the discount.

## **Service Packs**

In line with GMB's ongoing development program we are continually developing and improving your product. Whereas we produce two new major feature releases per year for shipment to our customers, we actually produce many more 'mini-releases' as part of the development process.

New features and changes are organized into sets or 'builds' to facilitate regression testing. As the development process is ongoing, we need to ensure that all work is up to our high standards and meets our ISO 9001 targets. This is why we break down the ongoing work into small manageable chunks or 'builds'. It is some of these builds (not all) that become Service Packs. In the past, we did not ship Service Packs and customers had to wait for the major feature releases to enjoy the benefits of our development process. Service Packs were introduced to provide a better service; to allow our customers to benefit from ongoing development as soon as each 'build' is through testing and certification.

The Service Pack is not a new concept. It has been used by most major software vendors such as Microsoft for some years. The major difference between GMB's service packs and those of other vendors is that ours include improvements as well as bug fixes.

Our Service Packs assist us in our endeavor to provide our customers with a level of service that is second to none, by making product improvements and developments available to customers instantly and by increasing the stability of your product installation.

This "Service Pack" policy is designed to provide customers with better software and a greatly improved level of service by:

- Pre-empting a situation where a customer finds a problem and reports it to GMB. In most cases our services packs will correct problems before you find them.
- Making product improvements available to customers immediately.
- Providing a simple update with easy to follow installation instructions.
- Providing an instant download of the Service Pack via the Internet. A problem found today can be fixed today.
- Ensuring that GMB's level of services remains far above that of our competitors.

www.gmb support.com sales@gmb support.com training@gmb support.com support@gmb support.com

We notify our customers about the release of new service packs via our e-mail newsletter. To subscribe, please e-mail [sales@gmbssupport.com](mailto:sales@gmbssupport.com) with the name, position, organization, phone number and e-mail address for each person to be subscribed.

To download the latest service pack, go to:  
<http://www.gmbssupport.com/Support/Service%20Packs/index.htm>

## **1-800 Support (Incidents)**

The 1-800 Support service includes maintenance support via telephone, facsimile, mail and e-mail.

GMB's objective is to provide the required maintenance support at the time of contact or as soon as practicable thereafter.

If the customer wishes to make use of GMB's 1-800 Support-Service, it must register a support incident.

### ***1-800 Support Frequently Asked Questions***

#### ***What is an 'incident'?***

An incident is essentially a call to GMB Support about a matter. It is about a single matter. The matter could be to ask how to do something or to seek help in resolving a 'problem'. If a GMB software bug causes the incident, **the incident will be free.**

#### ***How does GMB close incidents?***

We will either answer the customer's question or advise the customer of a course of action to resolve the problem. If we don't hear back from the customer within three (3) working days, the incident will be closed.

#### ***How do we sell incidents?***

We will discuss with the customer how many incidents they are likely to need. The customer will then place a purchase order for the required number of incidents and will nominate the people allowed to make calls to GMB support. Incidents are \$100 each. Customers must have a current Automatic Software Upgrade to be eligible to purchase support incidents.

#### ***How long do incidents last?***

An incident lasts twelve (12) months from the date of purchase. After twelve months it expires and is no longer available.

#### ***Will we take a call if the customer doesn't have any incidents?***

No, we will not accept any call unless the customer is either under warranty or has unused incidents. We will accept calls as soon as we have a purchase order or credit card order for more incidents.

***Will we provide support to a customer that doesn't have a current ASU?***

Customers must have a current Automatic Software Upgrade (ASU) to be eligible to purchase incidents.

*Exception:* if customers have current incidents but no ASU then they are able to utilize support incidents.

***Will we provide support to a customer not on the current or previous release?***

GMB can only provide **limited** support for previous versions to customers with a current ASU agreement and 1-800 Support Incidents. GMB will ensure previous versions of RecFind are installed and configured correctly. GMB will provide existing fixes or workarounds to previous releases. No **new** development will be conducted on previous versions. All new development is focused on the current and next release. See 'Automatic Software Upgrades' and 'Service Packs' above.

***1-800 Support (Incident) Summary***

- Support incidents are valid for twelve (12) months from the date of purchase.
- When you make a support call please ensure that you are given an incident number. This number will be used to track your call. All incidents are logged in GMB's help desk database (called Aegis) and summary reports of your support history can be produced on request.
- An incident can be used to report a single 'problem'; not multiple issues.
- If the cause of a 'problem' reported during an incident call is due to a fault in GMB software or documentation the incident is not used up.
- If the cause of a 'problem' reported during an incident call is not due to a fault in GMB software or documentation the incident is used up.
- Incidents can be purchased at \$100 per incident.
- Customers must have a current Automatic Software Upgrade to be eligible to purchase and utilize support incidents.
- When you order incidents please identify the staff in your organization authorized to make support calls.

***1-800 Support (Incident) Process - Quality Assurance***

Some years ago GMB invested in ISO 9001 certification. We continue this practice and are externally audited twice per year in order to maintain our certification. GMB is certified for "the design, development, distribution and support of all GMB products". AS/NZS ISO 9001:2000, Certificate No. QEC 5844. GMB's Quality Management System encompasses the 1-800 Support service. The primary objective of the 1800 Support Service is to provide prompt resolution of customer problems.

***1-800 Support (Incident) Priority***

Active telephone support is available during normal working hours (depending on the country, it would normally be between 9.00am and 5.00pm), Monday through Friday.

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Passive telephone support, (i.e. the operator or voice mail system will record your details and you will be responded to the next working day), is available in all other hours. Email support (i.e, via emails to support@gmbsupport.com or submitted via the free email support page on our web site) is available 24/7.

GMB's objective is to provide the required maintenance support at the time of contact or as soon as practicable thereafter. A priority is placed on the severity of the support incident. For example:

- Severity 1 - Critical eg loss of system - continued work until resolved
- Severity 2 - Significant eg loss of major component of system, heavy manual workaround - developed fix supplied prior to the release of a service pack if appropriate
- Severity 3 - Moderate eg loss of component with reasonable workaround - developed fix available in the next service pack or version release if appropriate
- Severity 4 - Minimal eg information request, minor problem no workaround required - developed fix available in a future service pack or version release if appropriate

### ***1-800 Incident-Support and Warranty Service Terms***

1. All GMB products are delivered with a 3-month warranty. This warranty period commences with the date of receipt of the software product. The services provided during the warranty period are identical to those provided under the maintenance agreement and are as described in paragraphs 2, 3, 4, 5, 6, and 7, below.
2. The 1-800 Support-Service includes maintenance support via telephone, facsimile, mail and E-mail where available. GMB's objective is to provide the required maintenance support at the time of contact or as soon as practicable thereafter. Active telephone support is available during normal working hours (depending on the country, it would normally be between 9.00am and 5.00pm), Monday through Friday. Passive telephone support, (i.e. the operator or voice mail system will record your details and you will be responded to the next working day), is available in all other hours. Email support (i.e. via emails to support@gmbsupport.com or submitted via the free email support page on our web site) is available 24/7.
3. Maintenance support does not include training or application support, (i.e. instruction on how to use the product). Requests for training and application support will be referred to the appropriate GMB department and are chargeable services.
4. When requesting maintenance support customers are required to supply:
  - a) Customer Number (from the invoice)
  - b) Customer Name
  - c) Customer Address
  - d) Contact Name
  - e) Contact Phone Number
  - f) A concise description of the problem, plus all appropriate supporting documentation including screen dumps, error message text, sample reports etc.; and
  - g) PIN number.

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5. The 1-800 Support-Service does not include on-site support. If on-site support is requested by a customer it will be charged for at the then prevailing standard rates.
6. GMB's responsibilities are limited to the ongoing support of its application software products. GMB accepts no responsibility for the installation and successful operation of operating systems (eg, Windows 2000), database packages (eg, Oracle), networking operating systems or components (eg, the LAN, WAN, ODBC, TCP/IP, etc) or computer or networking hardware and firmware. It is the customer's responsibility to ensure that all operating systems, database systems, networks and hardware and firmware are installed correctly and operating efficiently. Nor does GMB profess to have detailed knowledge or expertise in operating systems, database systems, networking components, hardware and firmware other than the basic settings required for the operation of its application software products. In the situation where the customer requests advice or opinion on the successful operation of operating systems, database systems, networking components, hardware or firmware GMB may provide such advice at its discretion but accepts no responsibility whatsoever for the correctness or otherwise of such advice and the customer should at all times rely only on the advice of its own experts in these areas.
7. Maintenance calls will not be accepted under any circumstances, unless the caller has active 'incidents' or is under warranty.

### ***GMB/Oracle 1-800 Support Terms***

GMB is a certified business alliance member with the Oracle Corporation. Purchasing Application Specific Oracle License programs and support from GMB means that:

- The Oracle program must only be used in conjunction with GMB's application RecFind,
  - Technical support for Oracle Application programs will be provided by GMB as per the following terms & conditions.
1. GMB/Oracle Telephone Support Service includes support via telephone, facsimile, mail and E-mail where available. GMB's objective is to provide the required maintenance support at the time of contact or as soon as practicable thereafter. Active telephone support is available during normal working hours (depending on the country, it would normally be between 9.00am and 5.00pm), Monday through to Friday. Passive telephone support, (ie the operator or voice mail system will record your details and you will be responded to the next working day) is available all other hours.
  2. GMB/Oracle Telephone Support Service does not include Oracle training or extensive application support (ie. instruction on how to use the product). Requests for Oracle training and application support will be referred to the appropriate GMB department and are chargeable services.
  3. GMB/Oracle Telephone Support Service does not include on-site support. If a customer requests Oracle on-site support it will be referred to the appropriate GMB

department and are chargeable services. GMB recommend that the customer has access to their own Oracle DBA (Data Base Administrator) to ensure that Oracle is installed and operating in a proper and efficient manner.

4. Telephone Support for Oracle Application programs will not be accepted unless the customer has valid GMB/Oracle Support maintenance.
5. The customer has the right to report all suspected Oracle problems to GMB. If the problem is related to the operation of RecFind, then the issue will be resolved as per GMB's support procedures. If GMB suspects that the problem is due to Oracle, GMB will submit a problem report to Oracle, track the resolution and keep the customer informed.
6. Product upgrades & maintenance releases will be delivered to the customer via GMB.

### ***Contacting the GMB International Support Center***

Toll Free Phone Numbers:

USA 1888 325 1614

Canada 1888 405 9019

Australia 1800 221 061 (\*except Sydney customers)

New Zealand 0800 445 438

\* Sydney, Australia customers please phone: 02 8913 9300

\* Elsewhere in the world please phone International 61 2 8913 9300

Facsimile: 61 2 9954 6322

Email: support@gmbssupport.com

Web Site: www.gmbssupport.com

### **Free E-mail Support**

Customers who have a current Automatic Software Upgrade agreement can also submit non-urgent queries via the GMB web site (<http://www.gmbssupport.com/Support/emailsupport.htm>). The 1800 Support (Incident) service is to be used for all urgent support issues (see above).

Further information on this service can be found on the GMB website at:  
<http://www.gmbssupport.com/Support/emailsupport.htm>.

### **On-Site Technical Support**

GMB provides its customers' with on-site services. We have a number of different services which we offer:

- Data Migrations
- Software Upgrade Installation
- Application and Database Assistance
- Application Installation
- Technical Training

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If requested, GMB will provide a report summarizing all work completed, our findings, as well as recommendations.

If you are interested in obtaining on-site services from GMB, please contact your account manager or complete the information form at:  
[http://www.gmbsupport.com/support/on-site\\_support.htm](http://www.gmbsupport.com/support/on-site_support.htm)

## **DesktopStreaming 'On-Site' Support**

In 2003 GMB introduced a new service designed to provide an alternative to the normal 'on-site' service which was:

- High cost (air-fares, per diems and daily charges); and
- Difficult to schedule

The goal was to provide an 'On-site' service without the high costs and scheduling problems associated with actually putting a technical person in your office. Given that we have customers in Africa, Europe, North America and Australasia it was patently extraordinarily difficult and expensive to provide a 'technician-on-site' service to all of those locations in the time frame required by the customer in each instance (like, "Today please").

We investigated a number of new technologies and finally settled on the Desktop-Streaming service. This unique service allows a GMB technician to 'take over' the operation of your workstation or server just as if he/she was actually sitting in your chair, at your site. Operationally, it is no different from having a live person on site. However, the costs are a fraction of the 'live person' service and scheduling can be arranged on a few hours notice. DesktopStreaming costs \$150/hour (exclusive of taxes).

Note that security issues are identical - it is no different to you allowing our person on site to interrogate your system and either diagnose the cause of problems or install new software; in both cases it relies on your permission and your supervision.

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