

Global Customer Support

In today's increasingly complex IT environments, database professionals are constantly seeking ways to design, develop, and manage their infrastructure more effectively. Possessing the correct tools is just the first step. Leveraging those tools to their full capability is essential to success. Embarcadero Global Customer Support offers our repository of resources, product expertise, and troubleshooting knowledge to benefit you and your company. We work with you to get the most out of your Embarcadero Technologies tools, making you more effective and efficient.

OVERVIEW

With Embarcadero Global Customer Support, you have a team of product experts with strong database experience and up-to-the-minute product knowledge available for consultation. Our team is available to help you with installation, problem resolution, and best practices. You can also take advantage of a wide variety of online resources, including a Knowledge Base, user forums, product AnswerBooks, and software upgrades.

Our support team professionals—expert at troubleshooting, problem diagnosis, and problem resolution—possess strong technical knowledge complemented by in-depth experience in database design, programming, management, and system operations. With Embarcadero Global Customer Support, you benefit from our experience in supporting the database needs of users at more than 12,000 customer sites.

ONLINE RESOURCES

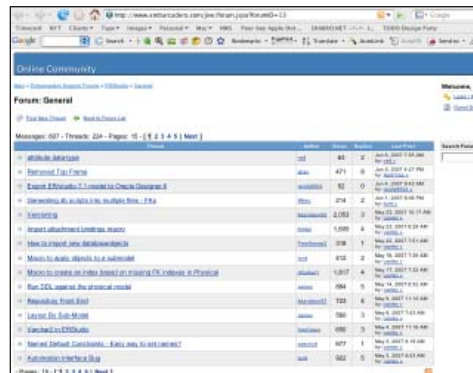
Embarcadero Knowledge Base - A searchable Knowledge Base is accessible online containing responses to the most common support inquiries as well as product-related documentation.

Moderated User Forums - You can join the extensive community in Embarcadero-moderated online product forums to exchange ideas with others using Embarcadero Technologies tools.

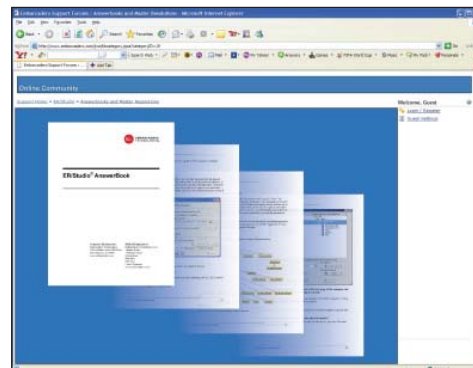
Product Documentation - All Embarcadero products are extensively and continually documented. The current editions of the documentation are immediately available online.

Product AnswerBooks - Our Product AnswerBooks are available only to customers with an active Embarcadero product maintenance contract. These books are a compendium of the most current troubleshooting, installation, configuration, and performance tips available for Embarcadero products.

Master Resolutions - Another innovative online offering available to customers on maintenance, Master Resolutions focus on specific product troubleshooting issues with multiple scenarios and permutations to help you quickly identify and resolve issues.



Moderated user forums allow Embarcadero customers to chat with each other as end-users.



AnswerBooks provide the most current answers and tips for Embarcadero products.

CONTACTING CUSTOMER SUPPORT

Embarcadero Global Customer Support is available today to help you make the most of your organization's investment in databases and database infrastructure.

For more information, please visit us at www.embarcadero.com/support.

North America, Latin America, and Asia-Pacific

Contact Information

Phone: +1 415 834 3131 x2

Email Technical support:
support@embarcadero.com

Request a product key:
key@embarcadero.com

Standard support hours*

Monday to Friday
 6:00 AM to 6:00 PM (Pacific Time)

EMEA

Contact Information

Support: +44 1628 684499
 Licensing: +44 1628 684494

Email Technical support:
uk.support@embarcadero.com

Request a product key:
uk.key@embarcadero.com

Standard support hours*

Monday to Friday
 9:00 AM to 5:30 PM (UK Time)

* Standard support hours are subject to national holiday schedules. Please check www.embarcadero.com/support.

LICENSE MANAGEMENT PORTAL

Embarcadero offers the ability to fully manage all licenses associated with a current maintenance contract. You can view, allocate, and generate your product licenses online.

TELEPHONE & EMAIL SUPPORT

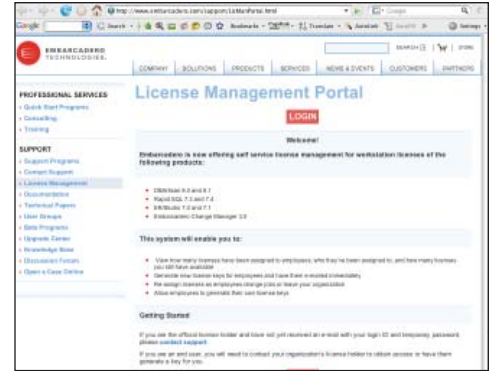
With an active Embarcadero product maintenance contract you can submit cases by phone or email to our expert team of support professionals.

WEB-BASED CASE CREATION

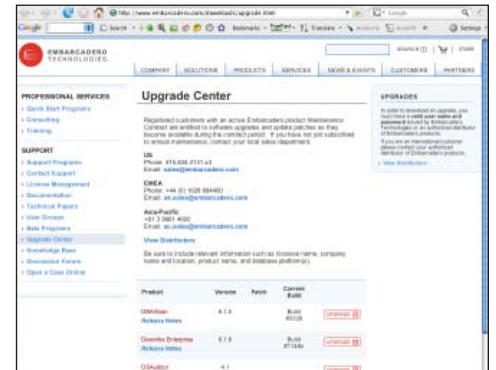
As an Embarcadero customer, you may open support cases via the web, making it easy to submit your support requests at any time of the day.

SOFTWARE UPGRADES

Your annual maintenance contract entitles you to software upgrades, enabling you to take advantage of ongoing Embarcadero product innovation.



An online portal allows for easy management of software licenses



Customers with a current maintenance contract are entitled to the latest product releases, which can be downloaded from the Embarcadero website