



ByteWare Support

Byteware Support

Reliability is built into all Orabyte's family of products. Occasionally, though, they require attention.

Unexpected failure can bring your server to a complete standstill. User error's and hardware failure will

Indirectly affect Orabyte configured and integrated software and can render it in-operational.

To ensure the accuracy and availability of your software installation Rely on a service agreement option from Orabyte for maximum uptime, to control costs, and enjoy piece of mind.

Orabyte support offers optimal protection against unplanned downtime, focus on responsiveness, and provide resolution on your terms. Much more than dependable break-fix support, Orabyte support is a key component in your overall Orabyte product experience and forward usability.

Choose the plan and value-added support services that best meet your business needs.



Special points of interest:

- **Redundant Copies**
- **Restore to Install phase**
- **Email Support**
- **Web live support**
- **Online Training**

Our Commitment

Assisted Support

Your maintenance team is already well staffed and our training program will transfer the necessary

knowledge to your personnel. For specific issues we even provide remote diagnostics to help on-site. Commitment-

Commitments

Our service agreement offerings are designed to provide the service and support you require—based on your operations, your budget, and your needs. Product specific support that comes with the purchase is detailed below.

Risk Management

You know your business needs—and what it takes to keep it running. After all, you're involved in its daily operations. We know our equipment—and what it takes to keep it running. We offer plug and play restorable copy

Response Time	1 Year	With in 24 hrs (email) With in 4 hrs (phone)
Recovery	Free	Restore from secondary copy onsite
Disaster Recovery	\$200	Site failure and/or all the copies are corrupted by the user error
Oracle Training	2 hrs (Free)	One week Lead time
VMWare Training	2 hrs (Free)	
Redhat Training	2 hrs (Free)	
Oracle Patching Requests	\$50/hr	Application patching time
Oracle New Release	\$300	Upgrade to next release
Total Support (Phone)	20 Hrs/Year	Non-Training Questions only
Total Support (Email)	50 per Year	Non-Training Questions only