



SCO SOFTTECH PRODUCT SUPPORT SERVICE

SCO knows that you are managing systems or development projects where time is critical and that key people depend on you for fast, accurate technical support. SoftTech support is designed to meet your needs for answers to technical issues and to keep your system running at peak efficiency. Business critical systems on the industry-standard hardware are becoming more powerful each year creating a growing demand for quality services.

With SoftTech, you have the flexibility to choose the SCO products, in addition to any flavor of Linux, you need supported, with the ability to add on additional products and services. This provides you the advantage of having your Linux and SCO UNIX support managed by one point of contact.

Key Features

- Unlimited Telephone, Email, fax or web incidents
- Includes support for one operating system on current product release, including any flavor of Linux
- Three authorized contacts
- Assigned Administrative Account Manager
- 2 business hour response
- SCO's Online Service Manager, which includes:
 - Access to SCO's online knowledge center for current releases
 - Automatic notification service of new Technical Articles and patches
 - Access to online support account information and activity
- Add on services available (24x7 Emergency Services, retired SCO operating system limited retired support)

Benefits

- Simplifies support administration
- Simplifies contract administration
- Simplifies contract administration
- Ensures efficiency and the technical expertise of your staff
- Ensures fast response for critical issues

ACCOUNT MANAGER

To ensure that your support service needs are met, an Account Manager is assigned to your account. Your Account Manager will provide a single point of contact for administrative issues, and be an advocate for your support account within SCO.

ACCESS TO SCO'S KNOWLEDGE CENTER

SoftTech allows you access to all Technical Articles for current releases using your online account manager.

AUTOMATIC NOTIFICATION SERVICE

With this service, you will be automatically notified by email of all new technical articles, patches, product announcements and other information.

ONLINE ACCOUNT INFORMATION/STATUS REPORTS

Secure password protected access to your entitled support contract information and support activity status. In addition, you will also receive monthly status reports through email.

OPTIONAL ADD-ON SERVICES

With SoftTech, you have the option of adding on services to your base contract for an additional fee, such as:

- 24x7 Emergency Services – After standard business hours support on issues defined as critical to your overall business that cannot wait until normal business hours. You have the flexibility of purchasing 24x7 Emergency Services on an annual, overnight or for a weekend basis, depending on your business critical needs.
- Additional contacts
- Retired Product Support – Add on service is offered on a limited configuration, installation, and troubleshooting basis for the core operating system products that have been officially retired from SCO's supported product line. Support is limited to existing workarounds and fixes, and does not include engineering escalation support.

For further information:

In United States and Canada phone: 1-800-726-8649

In Latin American countries contact your local SCO Sales Office.

In Europe, Middle East, Africa and Pacific Rim phone:
+44 (0) 1923 813 600