

The Value Of Maintenance

Fourth Generation Software Solutions

Fourth Generation Software Solutions is committed to providing the highest level of service and support for all of our products. We are dedicated to fulfilling the needs of our customers and their ever-changing business environments. As a Fourth Generation Software Maintenance Agreement customer, you reap the rewards of our unwavering commitment: you receive free and unlimited product media and helpdesk and support for all our software. Implicit in this Agreement are a multitude of benefits including:



Frequent Product Updates

Anticipating market changes we are continually improving our entire product line with new features and technologies. When new versions are released maintenance customers have full access to the new capabilities.

Nominal media fee applies; installation services are additional.



Timely Software Patches

Maintaining superior quality is key and as such, any software bugs or glitches are quickly acknowledged and fixed. To ensure seamless functionality, we release our software patches immediately (without waiting for the next full version release) and instantly make these patches available to our maintenance customers. *Nominal media fee applies; installation services are additional.*



Readily Available Supplemental Features

Ensuring full-functionality of our products, we make all new features available for installation as soon as we make them: no need to wait for the next major software version release.

With the tool products (VDT, CASE) these are supplied as full media which is over-installed. Media is shipped upon customer request.

With the Application products (Accounting, Distribution, etc.) these are supplied as patches and maintenance customers have direct access to these features via the Fourth Generation FTP site.

We recommend that you check the new feature list on our FTP site every month or so to determine if any new features have been released that would benefit your business. All of these supplemental features will also be included in each version update of the products. *Nominal media fee applies; installation services are additional.*



Helpful Help Desk Assistance

Our help desk really does help you. We realize if you are contacting the help desk, you may be having trouble and may be frustrated. We want to alleviate that frustration, not make it worse. So if you have any questions or experience any difficulties using a Fourth Generation product, please call our helpdesk at (800) 374-6157, or send an e-mail to support@fourthgeneration.com and a highly-trained technical support specialist will assist you.

Your Software Maintenance Agreement entitles you to unlimited free support in the following areas:

- Software usage questions
- Software technical questions
- Software installation questions
- Over the phone problem resolution
- Bug reporting



The Value Of Maintenance ...continued

Since modifiable software is one of the top reasons our customers chose the Fourth Generation Software, we even provide free support on the canned portion of our software when it has been modified, but only on the unmodified portion of the code. If you call with an issue that may be caused by your modifications, we will work to resolve the problem for free unless we determine that the problem is due to a customization. Even then our professional services team can continue working on the issue upon request.

Fourth Generation will answer installation questions but does not install software or upgrades for free. Help desk support does not include software design, assistance with the custom portion of your code, or data recovery assistance. However, the Fourth Generation professional services team will be glad to help with these issues and as a maintenance customer you receive priority scheduling and a reduced billing rate.

Free Mobility Among Various Hardware And Operating Systems

As a maintenance customer, you can move your software to any new hardware or operating system platform that Fourth Generation supports with no additional licensing. *Nominal media fee applies; installation services are additional.*

Smooth Operating System Upgrades

When you upgrade the operating system version on your server, Fourth Generation will provide the required media for your Fourth Generation products to run in the new environment. *Nominal media fee applies; installation services are additional.*

Trouble-Free Upgrades To New Versions of Informix 4GL, Informix IDS, or Four J's Genero

Fourth Generation Software maintains versions of every product for most combinations of each of these products. If you require a combination that we don't have, we will build it for you and certify our products for your environment. This is free and only available to maintenance customers. *Nominal media fee applies; installation services are additional.*

Superior Professional Services Team

Fourth Generation Software Solutions takes great pride in our staff. We have hired only the best in the business and boast a technical staff that can handle a multitude of IT services related to your Fourth Generation Software including: Needs Analysis, Software Design and Development, Customized Training, Software Installation, DBA Support and more. If you are covered by our software maintenance agreement, you will receive priority service and a reduction in our hourly rate.

Today's business environment is in a constant state of flux and to stay competitive companies are realizing their computer systems must continually evolve. But, with your Fourth Generation Software Maintenance Agreement you're covered. Whether you are moving to better and more powerful hardware, upgrading for access to the latest best-of-breed technologies, or gaining business advantages via new features and patches that Fourth Generation continues to add, your Fourth Generation Software Maintenance Agreement gives you full access to all the products and support you need to keep your software investment current and your staff at the highest level of productivity. With Fourth Generation Software behind you, you can set your sights full-steam ahead.

