



# World Class Dev Tools made better with World Class Support

With an Embarcadero maintenance agreement, you get access to our world class support, along with a plethora of other benefits. Whether you are developing new applications or modernizing legacy applications, our knowledgeable team will assist you in deciding which product and support option are right for your project.

## STANDARD UPDATE SUBSCRIPTION SUPPORT

- Access to major product feature updates, minor improvements and bug fixes.
- Create, access, and follow-up on support cases through the Embarcadero Support Portal.
- Subscription only product add-ons, available via the GetIt package manager while your subscription is active
- Access to beta versions of major releases

## PREMIUM UPDATE SUBSCRIPTION SUPPORT

- All of the Standard Support benefits, but with additional add-on products and advanced beta access
- Higher priority and extended technical support
- Exclusive technical deep-dive webinars by top experts
- Regular online meetings with the product team and individual company roadmap sessions
- Free time-limited access to TestRail Enterprise

# RAD Studio Premium Support Offering



RAD Studio Releases	Standard	Premium
<b>Major Version Upgrades and Minor Releases</b> All major new versions (e.g. 11) and ongoing maintenance releases (e.g. 10.4.2). Get the latest version as soon as it becomes available	✓	✓
<b>Periodic Critical Function Hotfixes &amp; Patches</b> Discretionary hotfixes for critical product functions, where no workaround is available	✓	✓
<b>Subscription-only Product Addons</b> Receive RAD Studio add ons via GetIt Package manager, like VCL and FMX styles or IDE extensions	✓	✓
<b>Premium Product Addons</b> Receive additional exclusive RAD Studio add ons		✓
Technical Support	Standard	Premium
<b>Standard Technical Support</b> Phone based technical support and incidents with online tracking	✓ 3 incidents a year	✓ Unlimited incidents
<b>Priority Support Handling</b> Cases are immediately routed for priority assignment to a senior engineering support resource. Expedited reg bumps.		✓
<b>Priority Bug Reviews</b> Cases requiring R&D work will receive higher priority and weighting compared to standard support.		✓
Beta Access	Standard	Premium
<b>General Beta Access</b> Invitations to beta programs for major versions and select minor releases	✓	✓
<b>Premium Beta Program Access</b> Early access and priority enrollment, plus access to a specific beta forum area		✓
Exclusive Content and Meetings	Standard	Premium
<b>RAD Studio Expert Program</b> Quarterly online webinars with MVPs and other RAD Studio experts to deliver advice and recommendations		✓
<b>Fireside Chats</b> Quarterly exclusive online meetings with the product team (regional for EMEA, DACH, North America, South America, Japan, APAC).		✓
<b>Strategic roadmap sessions</b> Customized sessions with product managers (max twice a year, at customer request, limited to companies with 10+ Premium licenses)		✓
Additional Free Tools	Standard	Premium
<b>Free License to TestRail</b> 3-months free access to TestRail Enterprise for each year of active maintenance. Limited to new TestRail accounts only. Maximum 5 seats free.		✓