



## SUPPORT INFORMATION

KAAZING IS THE REAL-TIME INFORMATION COMPANY

**Kaazing is built up by application server professionals dedicated to enable distribution of real-time information over the Web.** Our support teams are equally dedicated to provide our customers with a superior ownership experience, pushing the boundaries of web application development and deployment, and delivering exceptional support services. No one knows more about optimizing system availability and performance of real-time Web solutions than Kaazing.

At Kaazing we understand that your real-time Web solutions represent a significant investment in your organization's success. To ensure that you capitalize on your investment, you need support that maximizes the availability of your systems. Kaazing's support gives you access to product enhancements and upgrades, and can help you reduce the total cost of ownership of operating and maintaining your real-time Web solutions.

### GOOD SUPPORT IS A COMPETITIVE ADVANTAGE

At Kaazing we are aware of the rapid evolution of information technology, and you can trust us to protect and extend the value of your investment. With a focus on industry standards and innovation, we extend your investment with product enhancements and support for your Kaazing technology.

Being able to offer and deliver excellent support to Kaazing's customers is a competitive advantage for both Kaazing and its customers.

Kaazing's support organization has two main activities:

1. Assisting our customers in getting the most out of our products
2. Correcting product defects

Kaazing has three teams that perform both activities interchangeably, which makes it possible for Kaazing to work with customer problem at a time frame that suits our customers.

### SYSTEMS

#### ISSUE TRACKER

Kaazing uses a well-known and partially open-source issue tracking system called JIRA by Atlassian for all issue tracking; defect related as well as non-defect related. We use the same system for project management regarding new products and new features in existing products.

#### KNOWLEDGEBASE

Kaazing believes in empowering its user base and puts a lot of emphasis on making its collective



knowledge about the product and encountered issues (both in its products but also in 3rd party components necessary to run Kaazing's offerings) available to the user base. This is accomplished via bulletins and articles, defect digests with rediscovery information and alerts that are made publicly available in what we call the Knowledge Base.

Known pitfalls and important patches are made into Alerts that are also published in the Knowledge Base and offered to mailing lists that can be subscribed to by the user base.

## PROBLEM TYPES

Kaazing wants our customers to be successful when using our products. We will provide specialists that can help resolve any problem encountered when using Kaazing's products. If the problem is caused by a defect in the product source code Kaazing will provide code fixes to the best of our ability. If the problem is not due to a defect in our code, we will assist in finding a workaround or identify the root cause of the problem.

For problems caused by unintended or inappropriate use of our products, we strive to help by disseminating best practices, knowledge about our products and alerts for common pitfalls and known problems. Kaazing does this through its online Knowledge Base and through classroom and on-site training.

## SERVICE REQUESTS

All reported problems are tracked in a 'Service Requests' (SR for short). Customers can create, update and close SRs online, via e-mail 24 hours a day and over the phone. Each customer can see their own SRs online but cannot access other customer's SRs. A digest of all significant SRs can be accessed through the Knowledge Base.

## CUSTOMER UPDATES

If the customer updates an SR, either by email or online, Kaazing is bound by its SLA to respond in a timely manner. The system will alert the Support Technician assigned to the SR, by e-mail, IM and/or a text message, that an issue has been updated.

## KAAZING'S PRODUCTS

### PATCHING

Kaazing offers fixes to defects in the form of patch sets.

### PATCH SETS

Patch sets consist of all fixes put into the product being patched since the last release, be it a new version or a patch set itself.

Patch sets go through full regression and unit test to ensure a very low risk of unwanted side effects and regressions.

### THIRD PARTY PRODUCTS

For defects in third party products (Operating Systems, browsers, JVMs, development frameworks, hardware and the likes), Kaazing will facilitate contact with the entity involved and will aid and participate in the resolution of the issue to an extent that makes sense, both from our customer's perspective and from Kaazing's.

Kaazing is actively participating in shaping existing standards as well as emerging ones and will try to steer them toward a direction that benefits Kaazing's customers.



## SERVICE QUALITY

Kaazing ensures that the quality of its Support Services is high by adhering to Service Level

Agreements made with our customers. To further ensure high quality, Kaazing continually monitors key performance metrics related to our Support services and we periodically conduct customer satisfaction surveys and reviews.

## ABOUT KAAZING

Kaazing lets you build, deploy, and manage real-time Web applications that can handle very large numbers of users and very high message volumes, using standard browsers and protocols, without changing the way you build and integrate software. Kaazing paves the way for the next iteration of the Web—one in which millions of people and devices communicate with one another instantly and efficiently in real-time.

Kaazing connects in-house messaging protocols directly to browser-based Rich Internet Applications, offering previously unattainable levels of performance and reliability that make browser-based applications perform as well as desktop software.

At Kaazing, we believe that this approach will become the standard way in which all real-time Rich Internet Applications are expected to deliver.

To learn more, visit us at [www.kaazing.com](http://www.kaazing.com) or contact [sales@kaazing.com](mailto:sales@kaazing.com) or [support@kaazing.com](mailto:support@kaazing.com).