



# ElectroServer™ 4

## ElectroServer 4 Support Plans

## **ElectroServer 4: Flexibility, Stability and Support**

### **ES4 Support Packages**

*ElectroServer 4 Support Plans let developers choose the level of technical assistance and support that best suits their needs, enabling them to quickly, confidently and successfully develop a robust, competitive online multiplayer application.*

Upon purchasing ElectroServer 4 socket-server, developers know that they can utilize this powerful, scalable and cost-effective solution to build a robust, feature-rich online multiplayer application. Now developers can rest assured that they'll also receive a broad range of technical support and expert assistance, beginning with an ES4 system installation and following through operation, coding and application development and testing.

Electrotank Technical Support Engineers (ETSEs) are committed to providing the highest quality of support available throughout every step of the development process to help you build a high-performance product, assisting with everything from installation to high-volume load testing. Electrotank is committed to providing you with the highest quality of technical support and expertise using its four-tiered Support Plans. Each support plan gives you varying levels of access to knowledgeable ETSEs with years of experience building highly complex, award-winning multiplayer games. Prompt access to answers and support are invaluable during product builds. By utilizing our talented support team, you can better manage costs and development time, reducing time-to-market and giving you an advantage over your competitors. Electrotank guarantees that you will receive the level of expert technical support you need and deserve -- to get the most out of your ES4 investment.

ES4 Support Plan benefits:

- Easy access to new versions or revisions of ElectroServer 4 (*maintenance and minor upgrades*) available via download at <http://www.electro-server.com>.
- 24/7 access to Support Tickets, the official request outlet for assistance on a range of topics – from bug fixes to custom code examples. Support Tickets can be submitted online via the ElectroServer Help Desk. Once a ticket is received, an ETSE will quickly work to troubleshoot and resolve any issues.
- Online access to a multitude of free detailed articles, tutorials, API documentation, manuals, whitepapers and examples. Developers can also join a user-supported online forum to discuss features, development methods, tricks and issues.

- Fast response from experienced and helpful ETSEs, who are ready to answer your questions or resolve any issues.
- One-on-one technical support via phone with a knowledgeable ETSE is offered with some plans.
- On-site technical assistance and support for higher-level support plans.

## Support Feature Details

### Support Tickets

Support Tickets are available in varying denominations in all four levels of ElectroServer 4 Support Plans. Created using the 24/7 online Help Desk, tickets can be submitted for a wide range of topics to help developers with several aspects of ES4 – from initial installation and upgrades through load testing. The scope of help that can be requested depends on the support plan. See the details specific to your Support Plan for additional coverage information.

### Support Ticket Topics

**Installation and upgrades** – Developers can submit a ticket for help with installing ElectroServer 4 and any upgrades in standalone or distributed mode.

**Bug fixes** – Found a server bug? Let us know! Developers can submit an unlimited number of bug tickets to have valid bugs fixed at no charge.

**ES4 features** – Looking for additional help understanding or using any ES4 features? Submit a ticket and an ETSE will assist you with that specific feature, saving you research and development time!

**Custom code examples** – Need more specific code examples? Not sure how to write code for a specific project? This ticket topic gives you access to customized examples of how to use ES4 for your specific task.

**Application consultation** – Developing a new killer application? Consult with experienced Electrotank developers for help on design suggestions to ensure that you build it right the first time. The ElectroServer Team are seasoned professionals with years of experience in game coding and development, creating award-winning multiplayer games.

**Server tuning** – If you're planning to build a high-capacity application to serve extreme numbers of simultaneous users, you may need a special server setting to reach your goals. Our knowledgeable ETSEs can help you tune ES4 and your OS or hardware to meet your application requirements.

**Custom load testing** – Don't waste valuable man-hours developing applications that your system won't support. Electrotank's load-testing application simulates human behavior by establishing connections to ES4 and running scenario-based messaging. Save time and frustration by working with our experts to simulate the anticipated load that your system must support. Multiple scenarios can be run simultaneously, and our team can help you load-test your application on our load tester to identify and fix software faults or weaknesses.

## **Additional Support Plan Benefits**

### **Maintenance & Minor Upgrades**

ElectroServer is actively developed and supported. As new versions of the server are created due feature additions (minor upgrades) or bug fixes (maintenance releases), then it is made available for download at no cost.

### **Response Time**

Response time is the time from when a Support Ticket is created and submitted online and when an ETSE first reviews it. The guaranteed maximum response time is dictated by the Support Plan chosen. See your specific plan for details.

### **Major Upgrades**

The ElectroServer team actively develops new innovative product features. Some of updates include significant increases in functionality, and are only available through the next major server release. Some support plans include a free upgrade to the next major server release.

### **Web-based Support**

In addition to the ticket system, there are a variety of ways to get help through the ElectroServer Website. Developers have 24/7 access to all articles, tutorials, API documentation, help manuals, whitepapers and downloadable examples on the site. Our user-supported forum is open to developers wanting to discuss features, techniques and issues with other development professionals and the ElectroServer team.

### **Phone Support**

Phone support is available with certain support packages. Simply submit a ticket, and an ETSE will review your request and offer further assistance and clarifications of your concern over the phone. Phone support availability depends on the support package chosen.

### **On-site Assistance**

For those companies requiring a higher level of support, we offer on-site assistance. One of our talented ETSEs will travel to your location to help with troubleshooting, server tuning, installation or load testing. Full travel expenses, plus a daily rate of \$2,000 U.S. apply.

## Support Feature Details

### Support plans that meet your needs

ElectroServer 4 Support Plans are structured in four tiers, giving developers the flexibility to choose the support that they need: *Bronze*, *Silver*, *Gold* and *Platinum*. All ES4 purchases include basic installation support services, which encompass product maintenance upgrades, Web-based support, installation and updates, How-to documentation and access to our 24-hour online Support Ticket system. Whether you're confident in your development plans, or are looking for some expert advice and guidance along the way, we have the support plan to match your requirements!

**ES4 Bronze:** Available for purchase with ElectroServer 4 Pro, the Bronze package is ideal for experienced developers looking for some occasional help with ES4 basics. The Bronze package gives these developers access to installation and specifics on ES4 features, as well as minor server releases at no charge. This plan is included with all server licenses and features two Support Tickets.

- Tickets are purchased individually. There is no yearly fee or expiration on purchased tickets. Initial response is guaranteed within 24 hours, Monday–Friday, 9 a.m.–5 p.m. EST.

**ES4 Silver:** Featuring added phone support<sup>1</sup> and custom code examples<sup>2</sup>, as well as all standard support benefits, the Silver package targets developers seeking additional assistance throughout installation and development. If there's an issue that can't be resolved through an online Support Ticket, speak one-on-one with a responsive and knowledgeable Electrotank Technical Support Expert who can quickly walk you through any development issues. ES4 installation also comes equip with a wealth of detailed documentation and example files to help you get your design into operation. But if you're looking for information on a how to perform a specific task, our team can provide you with custom code examples to help illustrate how to use ES4 to meet your needs.

- Five (5) tickets per month are included. Tickets cannot be rolled over from month to month..
- Initial response is guaranteed within 4 hours, Monday–Friday, 9 a.m.–5 p.m. EST.

**ES4 Gold support:** Do you plan to develop a large-scale multiplayer platform? Building the next huge virtual world, and not sure exactly what it takes to create such a challenging, high-capacity application? The ElectroServer 4 Gold support plan lets you fully tap into Electrotank's talented support team and its years of experience in building award-winning, feature-rich online multiplayer games and ecosystems. Let our ETSEs point you in the right direction with several plan additions such as major system

upgrades delivered to you directly at no charge. Obtain application design consultation from our seasoned development experts that are customized to meet your exact needs, and receive server tuning<sup>3</sup> to ensure that you get the most out of ES4. In addition to the other great features of this plan, when a new major version of ElectroServer arrives, you will have access to it at no additional charge.

- Ten (10) tickets per month are included. Tickets cannot be rolled over from month to month.
- Initial response is guaranteed within 1 hour, Monday–Friday, 9 a.m.–5 p.m. EST.

**ES4 Platinum support:** Are your developers looking for customized, around-the-clock knowledgeable support when building large-scale multiplayer environments? Looking for quick turnaround times, advanced troubleshooting and personalized application testing? Want an ETSE at your finger tips to provide assistance with troubleshooting, installation, tuning or custom load testing? Then the Platinum plan is right for you. With this highest level of support, developers receive all the benefits of the Gold support plan, plus such valuable tools as troubleshooting assistance, installation, server tuning and custom load testing. Custom load testing can pinpoint application weaknesses during development, allowing you to tweak your system prior to experiencing any unexpected, and often costly, development obstacles. The Platinum plan also includes on-site troubleshooting, in which an ETSE travels<sup>4</sup> to your facility to resolve any issues, help with any concerns and assist you throughout any part of the product development cycle. If you're looking for an all-in-one ES4 support package, then the Platinum plan offers that superior level of support and responsiveness you want.














- Unlimited tickets per month are included.
- Initial response time is guaranteed within 1 hour, Monday–Friday, 9 a.m.–5 p.m. EST, and within 3 hours all other times.





















# ElectroServer™ 4 Support Plans



Developers can be confident that they will also receive a wide range of support and technical expertise – when they need it – from the ES4 team.

 <b>Bronze</b> The Bronze package is ideal for the experienced developer looking for some occasional help with ES4 basics. Per Ticket ..... <b>\$100</b> Purchase Limit 5 Tickets Order by Phone 252-627-8026	 <b>Silver</b> The Silver package targets developers seeking additional assistance throughout installation and development. Yearly ..... <b>\$5,000</b> Order by Phone 252-627-8026	 <b>Gold</b> The Gold package includes a higher level of support including phone support, application consulting, ES4 Tuning, and more. Yearly ..... <b>\$10,000</b> +25% your ES4 License Order by Phone 252-627-8026	 <b>Platinum</b> The Platinum package offers around the clock phone support, advanced troubleshooting, custom load testing, and more. Starting at Yearly ..... <b>\$20,000</b> +25% your ES4 License Call for Pricing 252-627-8026
<b>Support Ticket</b> 1	<b>Support Ticket</b> 5 per month	<b>Support Ticket</b> 10 per month	<b>Support Ticket</b> Unlimited
<b>Response Time</b> 24 hours*	<b>Response Time</b> 4 hours*	<b>Response Time</b> 1 hour*	<b>Response Time</b> 1 hour* / 3 hours**
<b>Web-based Support</b> 	<b>Web-based Support</b> 	<b>Web-based Support</b> 	<b>Web-based Support</b> 
<b>Phone Support</b>	<b>Phone Support</b>	<b>Phone Support</b> 	<b>Phone Support</b> 
<b>Major Upgrades</b>	<b>Major Upgrades</b>	<b>Major Upgrades</b> 	<b>Major Upgrades</b> 
<b>On-site Support</b>	<b>On-site Support</b>	<b>On-site Support</b>	<b>On-site Support</b> 

Topic Support	Topic Support	Topic Support	Topic Support
Installation/Upgrading 	Installation/Upgrading 	Installation/Upgrading 	Installation/Upgrading 
How to use ES4 features 	How to use ES4 features 	How to use ES4 features 	How to use ES4 features 
Application Design Consulting	Application Design Consulting	Application Design Consulting 	Application Design Consulting 
Custom Code Examples	Custom Code Examples	Custom Code Examples 	Custom Code Examples 
ES4 Tuning	ES4 Tuning	ES4 Tuning 	ES4 Tuning 
Custom Load Testing	Custom Load Testing	Custom Load Testing	Custom Load Testing 
Bug Fixes 	Bug Fixes 	Bug Fixes 	Bug Fixes 
Order by Phone 252-627-8026	Order by Phone 252-627-8026	Order by Phone 252-627-8026	Order by Phone 252-627-8026

\*Response time during Electrotank business hours. 9am-5pm EST.

\*Response time during non-Electrotank business hours. 5pm-9am EST

*Note: All plans except for the Bronze plan are yearly subscriptions.*

<sup>1</sup>Phone support is limited to Monday–Friday, 9 a.m.–5 p.m. EST. A ticket must first be submitted.

<sup>2</sup>Custom code examples are limited to those that show how to perform a specific task with ElectroServer. Application development is not covered.

<sup>3</sup>ElectroServer 4 tuning will not exceed one 5-hour session per support period.

<sup>4</sup>Travel expenses, including flight, car rental, room, incidentals and a daily rate of \$2,000 U.S. per ETSE will be charged to the client.