



Attachmate Advantage Program

Helping You Realize the Benefits of Standardization

Standardizing the desktop on a single host-access solution can save the typical 7,000-seat enterprise up to \$1,028,704 over three years in acquisition and IT support costs*. Even so, the cost and complexity of initial deployment often deters administrators from standardizing.

The Attachmate® Advantage Program is designed to address the challenges of standardization. Based on Attachmate's success moving large organizations from IBM and NetManage products to Reflection® or EXTRA!®, the Advantage Program is divided into three phases:

1 Environmental Assessment

To prove how easy and risk-free the standardization process can be, we will perform the following tasks in a limited test environment:

- Convert existing macros, keyboard maps, and custom settings to Reflection or EXTRA!
- Duplicate your existing product user interface to ease the transition for your users.
- Take a sample inventory of your existing terminal emulation licenses, custom configuration settings, and macros.
- Demonstrate Reflection and EXTRA! products and compare them to your existing terminal emulation software.
- Show how you can use our solutions—including web-based emulation and legacy integration products—to optimize your host applications.

2 Planning, Conversion, and Deployment

There is no one-size-fits all migration solution. Every environment is unique, and complexity can add to the length of the migration process. But you can successfully convert a broad range of environments—from simple logon scripts to customized macros—using our proven tools and services:

- Four-phase migration process guide and checklist.
- One-day migration planning service from Attachmate Consulting Services.

- Conversion tools that switch customized emulation settings and macros to Reflection or EXTRA! These tools can also duplicate the existing emulator's user interface, including menu and toolbar items, to help ease the move to Reflection or EXTRA!
- A sample software inventory report. A full inventory report is available for a fixed fee, which can be credited to your initial new license purchase.
- Complimentary technical support during the evaluation period.

3 Post-Purchase Support

All Attachmate products are backed by our market-leading technical support team. In addition to complimentary support during your evaluation period, we also offer a number of post-purchase support options:

- Basic Support, designed to handle general IT needs, is included with your Attachmate Maintenance Plan.
- 24x7 Elite Support is designed for large organizations that need to ensure round-the-clock service of mission-critical applications.
- “Bundle of Hours” is two days of consulting services for every 5,000 maintained licenses acquired at qualifying volume pricing. This option can be used for migration planning, macros and script conversion, or on-site training.

For more information and qualification criteria, contact your Attachmate representative or Attachmate Customer Service (800.872.2829).

*Giga Information Group Study: The Total Economic Impact of Standardizing on WRQ's Reflection Emulation Solution.