

RenderWare

SUPPORT OVERVIEW

Unrivalled support ...

... 24 / 7 / 365 !

In licensing RenderWare, you not only buy the best tools and technologies in the world, but you unlock the door to a developer relations operation that puts you on a traffic-free route to a finished game, giving you peace of mind and guaranteeing the timely delivery of your game.

Developer Relations

-  Over 30 dedicated professional engineers, with more than 100 man-years of industry experience
-  Global support and consultancy operating 24 / 7 / 365
-  Specialist skills for every element of game development from audio, physics, 3D programming, AI and art paths, to genre specific guidance
-  Support starts as soon as you pick up the phone for an evaluation, right up to when your game hits the shelves
-  Tailored training provided
-  Fully Managed Support System (FMSS) - online support system comprising the world's most extensive knowledge base - guaranteed response within hours

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- Accounts assigned to a dedicated local Support and Services Manager
- Managing your needs on a day to day basis and co-ordinating engineer support where required
- Each Support and Service Manager works closely with our Customer Relations Manager & Head of Support
- Customers have access to any member of this team at any time
- Additional input is available from our Vice President of Developer Relations

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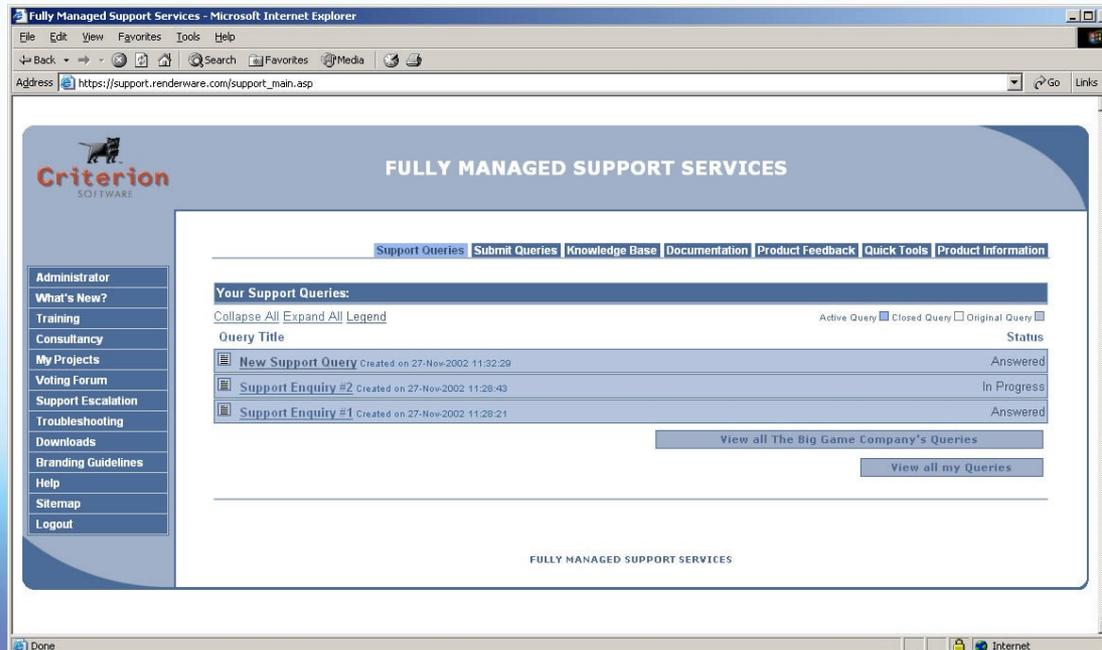
Fully Managed Support System

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The screenshot shows a web browser window titled "Fully Managed Support Services - Microsoft Internet Explorer". The address bar shows "https://support.renderware.com/portal_main.asp". The website header features the Criterion Software logo and the text "FULLY MANAGED SUPPORT SERVICES". A navigation menu includes links for "Support Queries", "Submit Queries", "Knowledge Base", "Documentation", "Product Feedback", "Quick Tools", and "Product Information". The main content area is titled "Welcome Back Joe Blogs" and contains several sections: "What's New?", "Recent Product Announcements" (listing updates for RenderWare Graphics 3.4, Audio v2.1, Studio 1.1, and Audio 2.0), "Quick Search" (with a search input field), "Knowledge Base Statistics" (showing 608 total entries and 924 relevant to the user), "Current Projects" (no projects available), "FMSS News Headlines" (listing code examples and documentation), and "Poll History" (with expandable sections for "Branding Guidelines", "Get Email Notification", and "About Fully Managed Support Services"). A sidebar on the left contains navigation links for "Administrator", "What's New?", "Training", "Consultancy", "My Projects", "Voting Forum", "Support Escalation", "Troubleshooting", "Downloads", "Branding Guidelines", "Help", "Sitemap", and "Logout". Below the sidebar are "Company Queries" and "Your Queries" sections with status counts.

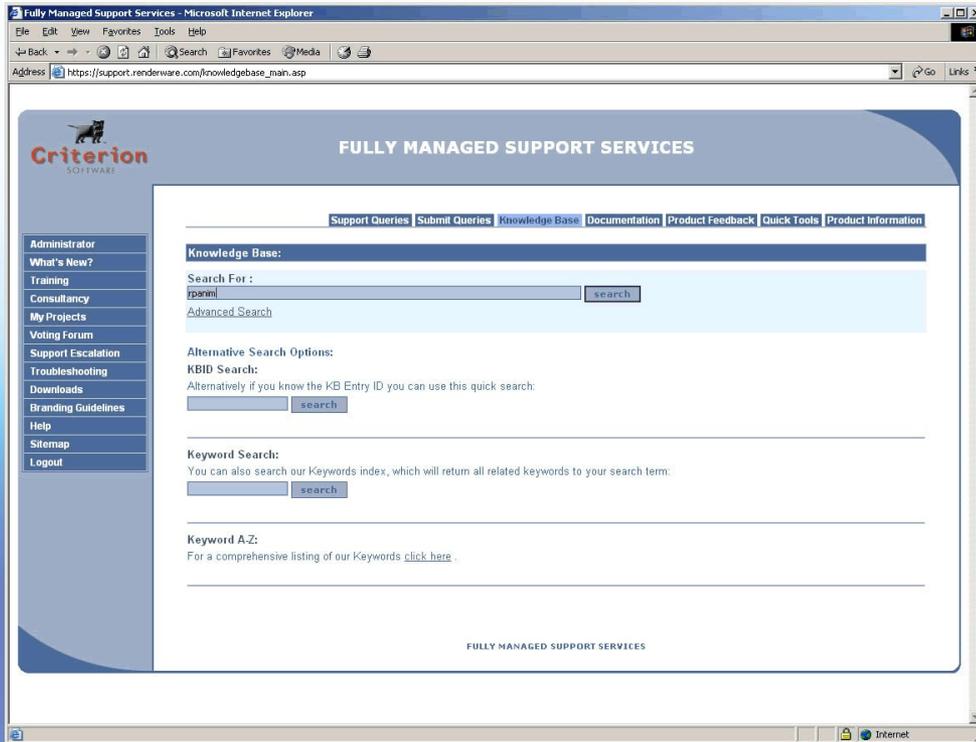
- Online support system
- Support whenever you need it at the click of a button 24/7/365
- Direct access to support services, training resources, updates, advice and troubleshooting tips

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- >> Any queries submitted to FMSS guaranteed to receive a response within a few hours of receipt
- >> Typically a fix for problems is available *within less than 4 hours*

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FMSS boasts the most comprehensive knowledge base in the industry



Thousands of articles available via a search facility



Is populated with every relevant query that is encountered each day



Issues and scenarios that are addressed are both current and topical

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>> Get To
The *Game*