

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

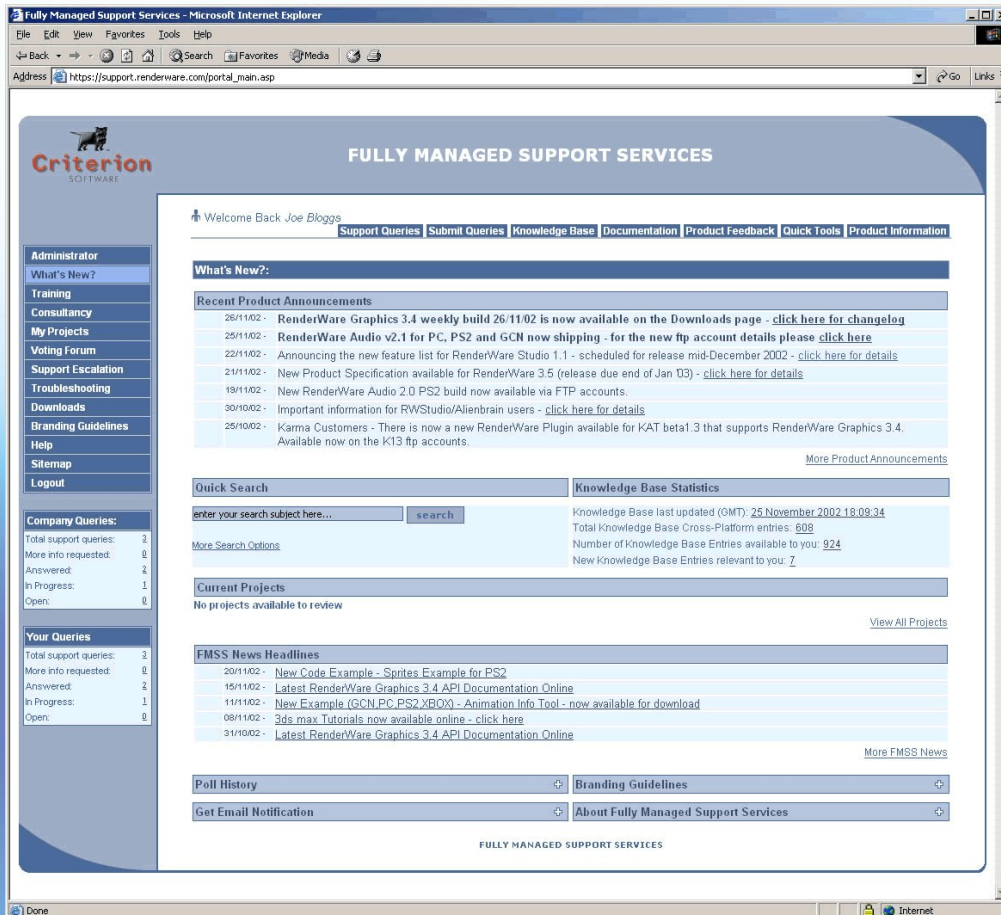


- Accounts assigned to a dedicated local Support and Services Manager
- Managing your needs on a day to day basis and co-ordinating engineer support where required
- Each Support and Service Manager works closely with our Customer Relations Manager & Head of Support
- Customers have access to any member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

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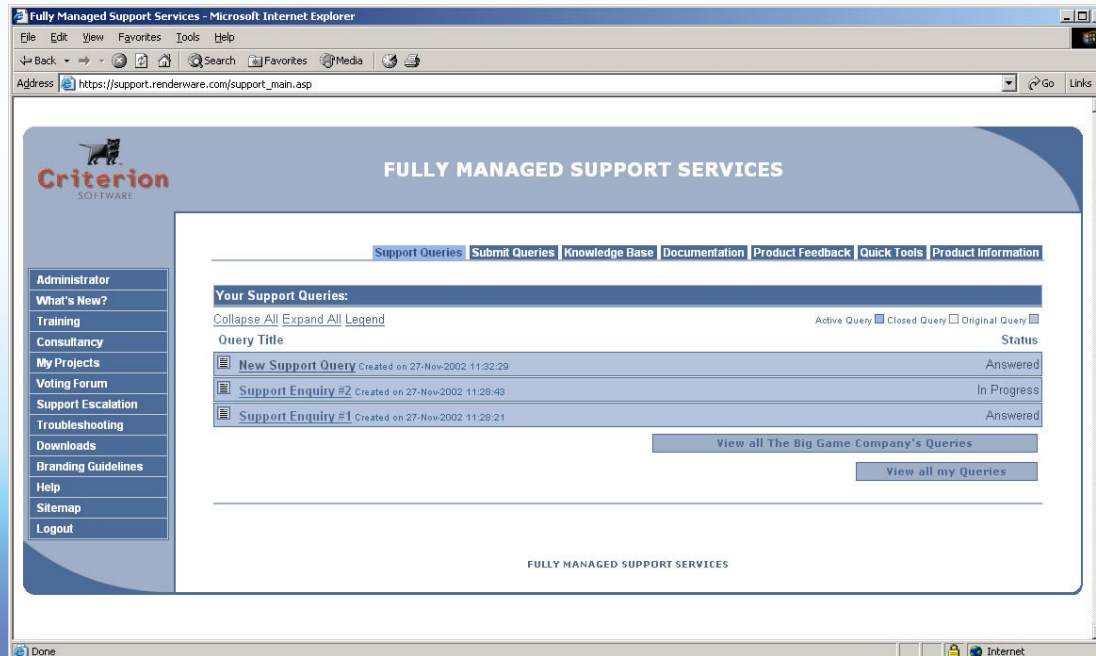
Fully Managed Support System

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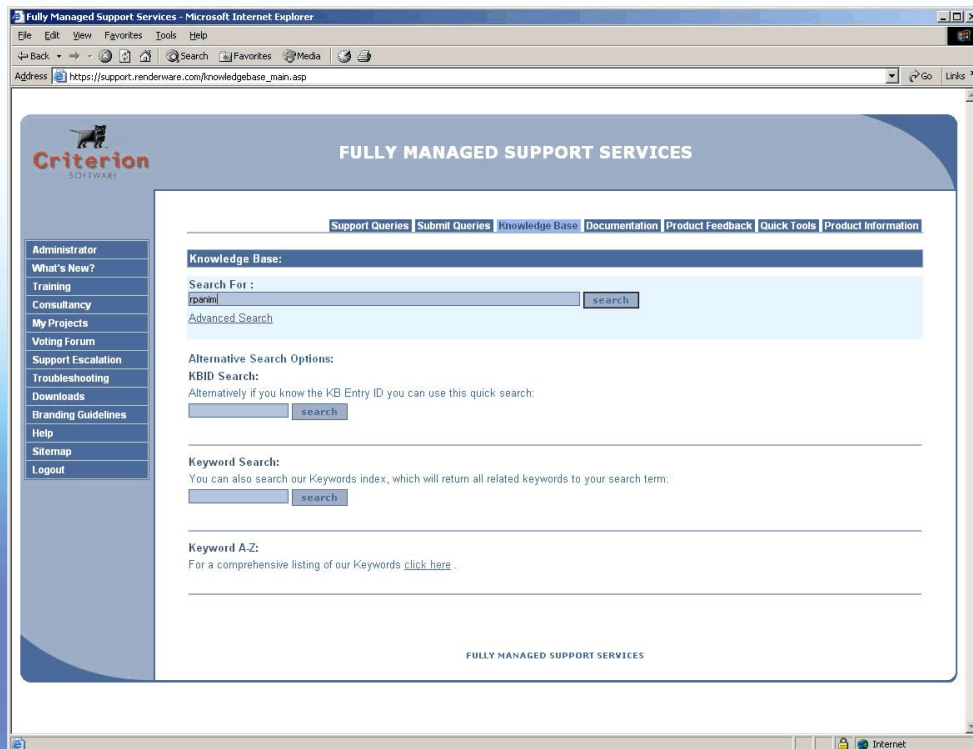
- Online support system
- Support whenever you need it at the click of a button 24/7/365
- Direct access to support services, training resources, updates, advice and troubleshooting tips

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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*