Embarcadero
Update Subscription
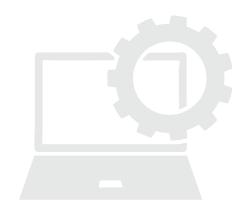Keeping your development tool investment current

embarcadero®

In an IT world of increasing complexity, role specialization, and systems diversity, having the right tools readily available can make all the difference in successfully completing projects efficiently and to the highest quality. Having the right tools is just the first step, however. Using those tools to their full capability and keeping them current is essential to success.

Embarcadero invests nearly 2x the industry average in R&D as a percentage of sales. This provides continuous improvements and feature enhancements to our customers.

- Products often enjoy multiple major releases per year.
- Product coverage continues to expand to new databases, new operating systems, new platforms and new form factors.

Embarcadero Update Subscription is one is one of the most cost-effective ways to protect your software investment by giving you free software upgrades – including major and point releases. And with phone access to our regional support professionals, you save time and money, and are ensured uninterrupted access to vital technical support and product upgrades – features that can make a real difference to your bottom line.

EMBARCADERO UPDATE SUBSCRIPTION

With an Update Subscription you get:	
Current release updates	All updates and hotfixes for the current version
Continued maintenance	Ongoing updates and hotfixes for up to two (2) years and three (3) major releases
Technical support	Phone based technical support and three (3) annual incidents with web-tracking
Major version upgrades	All major version upgrades e.g.: XE7 to XE8
Early beta access	Beta access to hotfixes, updates, and major "next" versions
Exclusive content	Exclusive technical content and bonus add-ons

MAJOR VERSION UPGRADES

The world of software development changes rapidly with new requirements and technologies appearing regularly. The RAD Studio team often releases two major upgrades per year with new platform and OS support, productivity and framework features, and new Delphi and C++ language capabilities. Active Update Subscribers receive every major version of RAD Studio, Delphi or C++Builder as they are released, and product licenses are perpetual and continue to work beyond the subscription term. Your subscription also gives you access to early major release beta product releases.

ONGOING MAINTENANCE AND HOT-FIXES FOR PREVIOUS VERSIONS

In the middle of a development cycle on an older IDE version? The RAD Studio team will now continue to release critical updates and hotfixes for up to two years and three major versions, improving your investment and enabling you to upgrade to the latest version on your schedule. All maintenance updates and hotfixes will only be available to users on an active Subscription and cannot be downloaded or purchased separately. Active subscribers will also have immediate access to beta hotfixes, providing the timeliest access to critical fixes. All fixes, updates and hotfixes are purely at Embarcadero's discretion.

EXCLUSIVE BONUS CONTENT

Software development is constantly evolving and it can be difficult to keep up with the latest trends, technologies, and solutions on day to day basis. With exclusive content from Embarcadero, you'll get bonus content from Embarcadero Product Management, Developer Relations and Engineering that gives you a competitive advantage. This exclusive content will only be available to Update Subscription Plan subscribers and cannot be purchased separately.

DEVELOPER SUPPORT INCIDENTS INCLUDED

Tap into our expert developer support team to help with any challenges or questions you may have while building your software. Our support team is entirely made up of developers each with over 10 years of experience using the RAD Studio family of tools. Included with this plan is three free developer support incidents. A developer support incident allows you to open a case to receive technical assistance during your app development.

AFFORDABLE

What some of our customers have to say...

"Embarcadero's engineers are some of the finest technical professionals I've had the pleasure of working with"

"Absolutely incredible, knowledgeable, friendly and professional service"

"I don't need to call for assistance often, but when I do I always get prompt, courteous and effective assistance"

"Could not ask for more as far as service level".

"I was impressed by the support I had during the product evaluation and it was one of the important reasons to choose your product"

"Support provided great response and assistance. Thanks!"

"The Support rep was able to resolve my issue without hesitation, and within a couple of minutes. Fantastic!!"

"I don't know of any other software companies who are as responsive as you guys! Keep up the good work"

The Update Subscription is affordable. A first year Update Subscription can be purchased with a new or upgrade license and is only 30% of the current new license fee. Update Subscription benefits include new major releases so you don't have to pay an upgrade fee when a new version is released! Your Update Subscription can be renewed annually at the current renewal rate.

DEVELOPMENT TOOLS
RAD Studio, C++Builder, Delphi

North America and Latin America:	Europe, Africa and the Middle East:	Asia Pacific:
Hours: Monday to Friday, 7:00am to 5:00pm Pacific time	Hours: Monday to Friday, 9:00am to 5:30pm UK time English Only	Hours: Monday to Friday, 9:00am to 5:30pm Australian Eastern time
United States/Canada:	France 0805 101 052	Australia +61 2 8098 8800 dial 3
1-800-523-7070	Germany 0800 664 9023	Japan +81 3 4577 4520
Brazil: +55-11-3741-5555	UK & Ireland 0800 007 5465	All other APAC +1 831-431-5100
All Other Americas: 800-523-7070	Netherlands 0800 020 0098	Open a case online at:
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