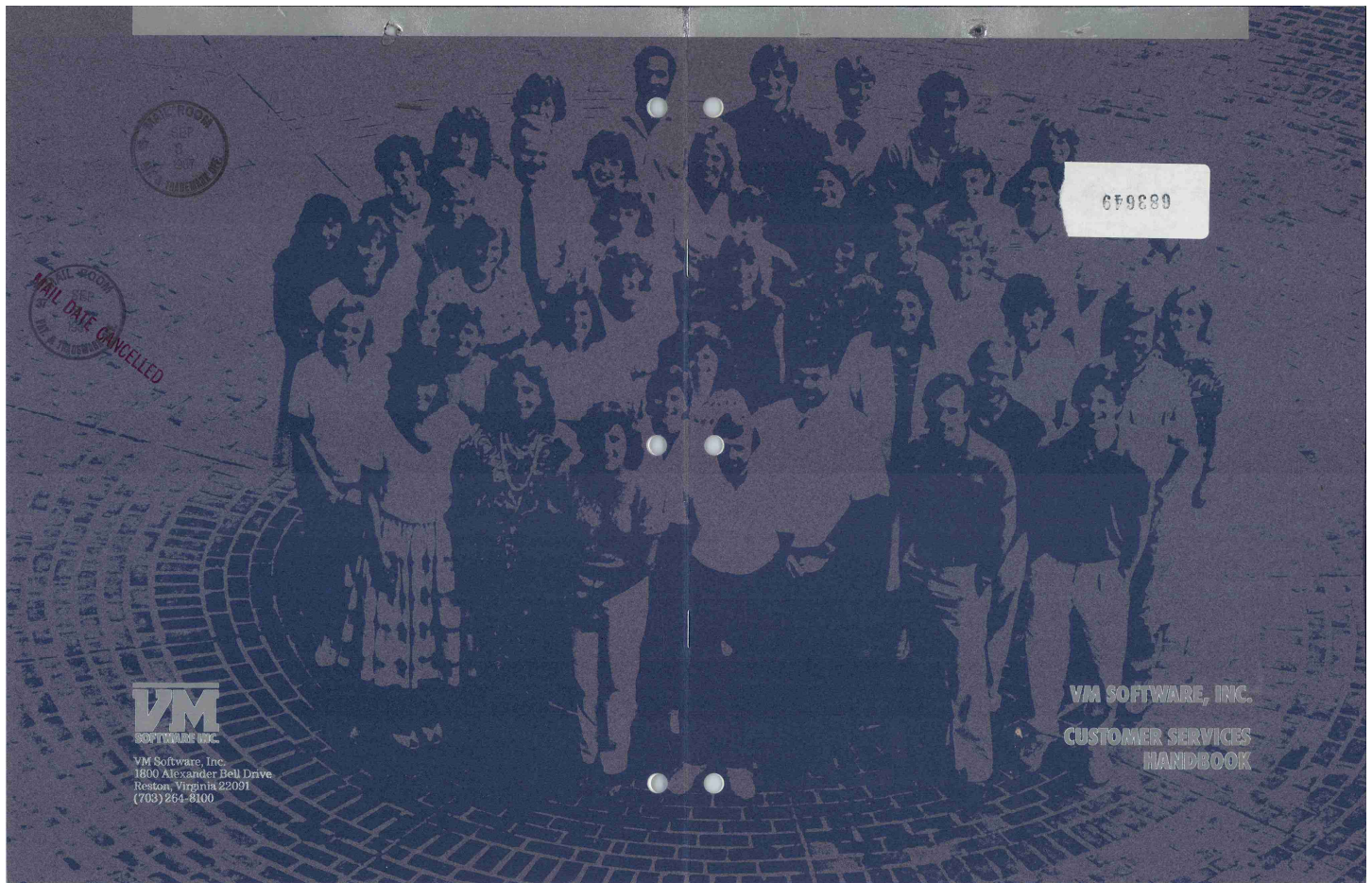


V O L U M E I

VMACCOUNT

VMACCOUNT



VM Software, Inc.
1800 Alexander Bell Drive
Reston, Virginia 22091
(703) 264-8100

VM SOFTWARE, INC.
CUSTOMER SERVICES
HANDBOOK

TO OUR CUSTOMERS...

Since VM Software's founding in 1981, we have worked hard to provide the best possible software for data center management in the VM environment. The result is a family of products and services that meet your needs today and can adapt easily to your needs in the future.

As part of our service to you, we are providing this handbook to make it easier for you to communicate with our Customer Services staff. This handbook includes our Hotline number and a list of contacts for questions other than product support. It also outlines the information our Customer Services staff will ask of you so they can respond more quickly to your questions.



About one third of the people at VM Software work in our Customer Services Department. We search out only the best people—people who have proven their problem-solving abilities, their technical knowledge, and their interest in working with you. Our staff combines technical expertise with an understanding of issues that are of concern to users, and will go that extra mile to find solutions for your needs.

Please feel free to call our Customer Services

Hotline whenever you have questions or problems or when you just want to toss an idea around. Listening and responding to your ideas is part of our commitment to you. We're always interested in what you have to say.

Yours truly,

David L. Taylor
Director,
Customer Services

Richard L. Earnest
President and
Chief Operating Officer

CONTENTS

This handbook will acquaint you with our Customer Services people and the support they provide. We have included information on:

- How to contact us
- How we handle your calls
- Tips on helping us expedite problem resolution
- The services we provide
- New releases and release support

We invite you to call us whenever we can help.

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Hotline Number—(703) 264-8100

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WELCOME TO VM SOFTWARE CUSTOMER SERVICES



When you order one of our products, our work in VM Software Customer Services has just begun. A Technical Support Representative (TS Rep) will call you regularly to assist with the technical planning, installation, and implementation of your new product. Once you are comfortable with the product, a support team for that product is available to answer

questions, deal with problems, and keep you informed about new product developments and enhancements.

The TS Reps on each product support team are experts on their product and VM. These specialists work closely with the software developers as the product evolves, perform extensive usability testing and debugging, and test the product documentation.

Our TS Reps *know* their products. Moreover, they know the overall areas addressed by their products. This means you can confer with them about disaster recovery, security under VM, tape management, and accounting systems. This combination of general knowledge and specific expertise allows us to help you make your Data Center run more efficiently.

Explore Litigation Insights

Docket Alarm provides insights to develop a more informed litigation strategy and the peace of mind of knowing you're on top of things.

Real-Time Litigation Alerts



Keep your litigation team up-to-date with **real-time alerts** and advanced team management tools built for the enterprise, all while greatly reducing PACER spend.

Our comprehensive service means we can handle Federal, State, and Administrative courts across the country.

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With over 230 million records, Docket Alarm's cloud-native docket research platform finds what other services can't. Coverage includes Federal, State, plus PTAB, TTAB, ITC and NLRB decisions, all in one place.

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Learn what happened the last time a particular judge, opposing counsel or company faced cases similar to yours.

Advanced out-of-the-box PTAB and TTAB analytics are always at your fingertips.

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Docket Alarm offers a powerful API (application programming interface) to developers that want to integrate case filings into their apps.

LAW FIRMS

Build custom dashboards for your attorneys and clients with live data direct from the court.

Automate many repetitive legal tasks like conflict checks, document management, and marketing.

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Litigation and bankruptcy checks for companies and debtors.

E-DISCOVERY AND LEGAL VENDORS

Sync your system to PACER to automate legal marketing.