



Department of Administration  
Purchasing Division  
2019 Washington Street East  
Post Office Box 50130  
Charleston, WV 25305-0130

## State of West Virginia Contract

Order Date: 04-19-2023

CORRECT ORDER NUMBER MUST APPEAR  
ON ALL PACKAGES, INVOICES, AND  
SHIPPING PAPERS. QUESTIONS  
CONCERNING THIS ORDER SHOULD BE  
DIRECTED TO THE DEPARTMENT  
CONTACT.

|                       |  |  |            |
|-----------------------|--|--|------------|
| Order Number:         | CCT 0210 4432 ISC2200000004 2                            | Procurement Folder:  | 1024606    |
| Document Name:        | CO1: Direct Award for ASG Software Maintenance (OT22115) | Reason for Modification:                                     |            |
| Document Description: | CO1: Direct Award for ASG Software Maintenance (OT22115) | Change Order 1 is issued to cancel and reissue the contract. |            |
| Procurement Type:     | Central Sole Source                                      |  |            |
| Buyer Name:           | Toby L Welch   |  |            |
| Telephone:            | (304) 558-8802   |  |            |
| Email:                | toby.l.welch@wv.gov                                      |  |            |
| Shipping Method:      | Best Way   | Effective Start Date:  | 2022-04-15 |
| Free on Board:        | FOB Dest, Freight Prepaid                                | Effective End Date:  | 2023-04-14 |

| VENDOR                             |                  |                     |               | DEPARTMENT CONTACT                    |  |
|------------------------------------|------------------|---------------------|---------------|---------------------------------------|--|
| Vendor Customer Code: 000000217320 |                  |                     |               | Requestor Name: Andrew C Lore         |  |
| ASG TECHNOLOGIES GROUP INC         |                  |                     |               | Requestor Phone: 304-352-4944         |  |
| 708 Goodlette Road North           |                  |                     |               | Requestor Email: andrew.c.lore@wv.gov |  |
| Naples                             |                  | FL                  | 34102         |                                       |  |
| US                                 |                  |                     |               |                                       |  |
| Vendor Contact Phone: 239-435-2265 |                  | Extension:          |               |                                       |  |
| Discount Details:                  |                  |                     |               |                                       |  |
|                                    | Discount Allowed | Discount Percentage | Discount Days |                                       |  |
| #1                                 | No               | 0.0000              | 0             |                                       |  |
| #2                                 | Not Entered      |                     |               |                                       |  |
| #3                                 | Not Entered      |                     |               |                                       |  |
| #4                                 | Not Entered      |                     |               |                                       |  |
|                                    |                  |                     |               | 23<br>FILE LOCATION                   |  |

| INVOICE TO  | SHIP TO   |
|---|---|
| DEPARTMENT OF ADMINISTRATION<br>OFFICE OF TECHNOLOGY<br><br>1900 KANAWHA BLVD E, BLDG 5 10TH FLOOR<br><br>CHARLESTON WV 25305<br><br>US | WV OFFICE OF TECHNOLOGY<br>BLDG 5, 10TH FLOOR<br><br>1900 KANAWHA BLVD E<br><br>CHARLESTON WV 25305<br><br>US |

4-27-23 BAT

Total Order Amount: \$139,656.19

Purchasing Division's File Copy

ENTERED

|  |  |  |
|--|--|--|
| PURCHASING DIVISION AUTHORIZATION<br><br>DATE: 4/27/23<br>ELECTRONIC SIGNATURE ON FILE | ATTORNEY GENERAL APPROVAL AS TO FORM<br><br>DATE: 5/3/2023<br>ELECTRONIC SIGNATURE ON FILE | ENCUMBRANCE CERTIFICATION<br>Beverly Toler<br>DATE: 5-3-2023<br>ELECTRONIC SIGNATURE ON FILE |
|--|--|--|

**Extended Description:**

Change Order 01

Change Order No. 01 is issued for administrative purposes only and is intended to change the name of the vendor from ASG Technologies Group Inc (V/C account 000000217320) to Rocket Software Inc (V/C account 000000100840). System limitations require that this contract be given a new number moving forward but the original contract, including all terms, conditions, prices, specifications, and change orders contained therein remain in full force and effect.

Effective date of change 04/14/2023

New procurement folder: 10246062

No other changes.

| Line         | Commodity Code | Quantity     | Unit | Unit Price | Total Price  |
|--------------|----------------|--------------|------|------------|--------------|
| 1            | 81112200       | 0.00000      |      | 0.000000   | \$139,656.19 |
| Service From | Service To     | Manufacturer |      | Model No   |              |
| 2022-04-15   | 2023-04-14     |              |      |            |              |

**Commodity Line Description:** Content Management - Maintenance - Year 1**Extended Description:**



STATE OF WEST VIRGINIA  
DEPARTMENT OF ADMINISTRATION  
OFFICE OF TECHNOLOGY  
State Capitol  
Charleston, West Virginia 25305

Mark D. Scott  
Cabinet Secretary

Joshua D. Spence  
Chief Information Officer

April 6, 2023

Glenda Hanks  
Senior Renewal Account Executive  
[ghanks@rocketsoftware.com](mailto:ghanks@rocketsoftware.com)

Subject: Renewal of agreement CCT ISC22\*04 and Reassignment to CCT ISC23\*02, ASG Software

Dear Mr./Ms. Hanks:

Provisions were included in the original contract documents, CCT ISC22\*04, to renew subject contract under the same terms, conditions and pricing. The renewal dates are April 15, 2023, through April 14, 2024. Additionally, because of a company name change, the contract will be reassigned to Rocket Software Inc. and given a new contract number – CCT ISC23\*02. Rocket Software Inc agrees to assume all responsibilities of the agreement. If your company agrees, please sign below and return to my attention as soon as possible.

Please contact me if you have any questions.

Sincerely,

Andrew Lore  
IT Procurement & Business Services Manager/ISMI  
West Virginia Office of Technology  
1900 Kanawha Blvd. E., Bldg. 5, 10<sup>th</sup> Floor  
Charleston, WV 25305

Attachment

We agree to the above under the same terms, conditions and pricing as in the original purchase order and any change orders thereto.

Name/Signature

4/7/2023

Date



# Doing business with Rocket<sup>®</sup> Software

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ASG Technologies Group  
Products



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# Introduction

**Dear valued ASG Customers and Partners,**

We are excited to take the next step in welcoming you to the Rocket® Software family. We are here to help you transition to Rocket Software operational processes for transacting business, managing financials, placing orders, accessing technical support, engaging in services delivery, downloading products, managing license keys, and so much more.

This guide was created to answer questions about how to work with Rocket Software and ease your transition to our operational processes beginning **March 1, 2023**.

If you have additional questions not addressed in this document, please email [askrocket@rocketsoftware.com](mailto:askrocket@rocketsoftware.com) and we will respond as quickly as possible.



# Legal and Tax

## 1. Who will own my contract(s)?

- Your contract may have been assigned to a Rocket Software legal entity. If the ASG entity you are invoiced from is listed in the table below, your contract will be assigned on March 1, 2023 to the Rocket Software entity indicated to the right.
- The Rocket Software affiliate will assume all rights and obligations of your contract.

| If you were invoiced from:  | Your contract was assigned to:   |
|---|--|
| <b>ASG Technologies Group, Inc.</b><br>708 Goodlette Road North Naples,<br>FL 34102<br>or<br>77 4th Avenue<br>Waltham MA 02451<br>United States | <b>Rocket Software, Inc.</b><br>77 4th Avenue<br>Waltham MA 02451<br>United States<br>EIN: 04-3090800  |
| <b>ASG Technologies Group, Inc.</b><br>708 Goodlette Road North Naples,<br>FL 34102<br>or<br>77 4th Avenue<br>Waltham MA 02451<br>United States | If your ship to address is in Canada,<br>your contract was assigned to:<br><br><b>Rocket Software Canada, Inc.</b><br>40 King Street West Suite 4400<br>Toronto, ON M5H 3Y4<br>Canada<br>Tax ID: 84451 6104 RT0001 |
| <b>ASG Technologies Group, Inc. (Argentina)</b><br>Ing. Butty 240, 5 piso<br>C1001-AFB Buenos Aires<br>Argentina                                | <b>Rocket Software, Inc.</b><br>77 4th Avenue<br>Waltham MA 02451<br>United States<br>EIN: 04-3090800  |
| <b>ASG Technologies Group, Inc. (Australia)</b><br>Suite 2, Level 2<br>4 Ilya Avenue<br>Erina NSW 2250<br>Australia                             | <b>Rocket Software Pty., Ltd</b><br>Level 1, 18 National Circuit<br>Barton ACT, 2600<br>Australia<br>ABN 22 050 043 699  |



**ASG Technologies Group, Inc. (Belgium)**

Koloniënstraat 11  
1000 Brussels  
Belgium

**ASG Technologies Group, Inc. (Denmark)**

Struergade 16  
DK-2630 Taastrup  
Denmark

**ASG Technologies Group, Inc. (Japan)**

SPACES Otemachi Bldg. 1F  
1-6-1 Otemachi  
Chiyoda-ku, Tokyo 100-0004  
Japan

**ASG Technologies Group, Inc. (Netherlands)**

Utrecht Business Park  
Zen Building,  
Newtonlaan 115,  
3584 BH Utrecht  
Netherlands

**ASG Technologies Group, Inc. (Sweden)**

Svetsarvagen 15  
171 41 Solna  
Sweden

**ASG Technologies Group, Inc. (UK)**

3rd Floor News Building  
3 London Bridge Street  
Greater London SE1 9SG  
United Kingdom

**Rocket Software, Inc.**

77 4th Avenue  
Waltham MA 02451  
United States  
EIN: 04-3090800

**Rocket Software, Inc.**

77 4th Avenue  
Waltham MA 02451  
United States  
EIN: 04-3090800

**Rocket Software Japan, Ltd.**

4F MM Park Building3-6-3  
Minatomirai, Nishi-ku Yokohama-shi,  
Kanagawa-ken 220-0012 Japan  
Tax Id No. 00882348

**Rocket Software, Inc.**

77 4th Avenue  
Waltham MA 02451  
United States  
EIN: 04-3090800

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Waltham MA 02451  
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**Rocket Software, Inc.**

77 4th Avenue  
Waltham MA 02451  
United States  
EIN: 04-3090800

- ASG entities changed names effective March 1, 2023.
  - If the ASG entity that you are invoiced from is not listed in the table above, your contract is not being assigned at this time. However, certain ASG entities will undergo a name change as of March 1, 2023 in accordance with the table below:





| Current entity name                        | Entity name as of March 1, 2023                       |
|--|---|
| ASG do Brasil Tecnologia da Informação Ltd | Rocket Software do Brasil Ltda                        |
| ASG Technologies Group, Inc. (France)      | Rocket Software Technologies, Inc. (France)           |
| ASG GmbH & Co. KG                          | Rocket Software Technologies Deutschland GmbH & Co KG |
| ASG Technologies Group, Inc. (Italy)       | Rocket Software Technologies, Inc. (Italy)            |
| ASG Technologies Group, Inc. (Philippines) | Rocket Software Technologies, Inc. (Philippines)      |
| ASG Technologies Group, Inc. (Singapore)   | Rocket Software Technologies, Inc. (Singapore)        |
| ASG Technologies Inc Sucursal en España    | Rocket Software Technologies Inc Sucursal en España   |

## 2. Will my terms and conditions change?

- With the transition to Rocket Software on March 1, 2023, your ASG contract terms and conditions will continue to govern the relationship.

## 3. What if I have questions about my contracts?

- If you have questions about your ASG contracts:
  - Contact your channel manager, account executive, or renewal account executive
  - If you are not certain who that is or have difficulty reaching them, contact Rocket Software at [support@rocketsoftware.com](mailto:support@rocketsoftware.com) or 781-577-4323 (Direct) / 855-577-4323 (Toll-free), and you will be directed to your Rocket Software account representative.



## 4. Tax Matters

- If your contract has been assigned, the Tax ID numbers for your new supplier entity are located within the 'Who Owns My Contract Table' under Topic 1.
- For US customers: Requests for Form W-9 for Rocket Software, Inc. can be sent to [salestax@rocketsoftware.com](mailto:salestax@rocketsoftware.com).
- For US customers claiming exemption from US sales tax: If you provided a sales tax exemption certificate to ASG Technologies Group, Inc., this certificate would not apply to invoices from Rocket Software, Inc. issued after April 30, 2023. You must provide a new exemption certificate applicable to Rocket Software, Inc., which can be emailed to [salestax@rocketsoftware.com](mailto:salestax@rocketsoftware.com). We strongly encourage you to provide the Rocket Software, Inc. exemption certificate before April 1, 2023, to ensure that the exemption will be applied appropriately to future Rocket Software, Inc. invoices after April 30, 2023. Applicable sales tax will be charged if a valid exemption certificate is not on file at the time of invoicing.



# Invoicing and Payment

## 1. What types of payment does Rocket Software accept?

- Rocket Software, Inc. accepts payment by check, credit card, and bank/wire transfer.

## 2. For each payment type, where/how do I remit payment?

| Legal Entity                   | Customers and Partners From  | Payment Type                      | Remittance Advice  |
|--------------------------------|--|-----------------------------------|--|
| Rocket Software Inc            | Caribbean Islands, and the United States   | Checks                            | Rocket Software Inc. Depository Account<br>USD<br>Lockbox number – 0842965<br>Rocket Software Inc. Depository Account<br>P.O. Box 712965<br>Philadelphia, PA, 19171-2965<br>Tax ID: 04-3090800 |
| Rocket Software Inc            | Argentina, Belgium, Denmark, Netherlands, Sweden, and UK, Caribbean Islands, and the United States | Bank and Wire Transfers           | Wells Fargo Bank<br>USD<br>420 Montgomery St<br>San Francisco, CA 94104 ABA/<br>Routing #: 121000248 SWIFT Code:<br>WFBUS6S Account #: 4124212382  |
| Rocket Software Inc            | United States Only   | Credit Card or Bank Debit Payment | <a href="https://payments.rocketsoftware.com/">https://payments.rocketsoftware.com/</a>  |
| Rocket Software do Brasil Ltda | Brazil   | Wire transfer                     | Bank Name - BRASIL CITIBANK<br>BRL<br>Account Number- 0116414015<br>IBAN Number<br>BR9733479023<br>000010086131389C1   |
| Rocket Software Canada Inc     | Canada   | Bank and Wire Transfers           | Wells Fargo Bank<br>USD<br>420 Montgomery St<br>San Francisco, CA 94104<br>Account # 3330004715<br>SWIFT Code: WFBUS6A   |

|  |  |                         |  |
|--|--|-------------------------|--|
| Rocket Software Canada Inc                             | Canada   | Bank and Wire Transfers | Wells Fargo Bank<br>CAD<br>420 Montgomery St<br>San Francisco, CA 94104<br>Account # 3330004714<br>SWIFT Code: WFBIUS6A  |
| Rocket Software Japan, Ltd.                            | Japan  | Bank and Wire Transfers | Mizuho Bank<br>Yokohama-Hashiguchi Branch<br><br>JPY<br>Savings No. 2223962<br>Swift Code: MHCBJPJT  |
| Rocket Software Technologies Deutschland GmbH & Co. KG | Germany  | Bank and Wire Transfers | ABN AMRO BANK N.V. GERMAN BRANCH<br>EUR<br>Account Name- GERMANY EUR - ABNAMRO<br>Bank Account- 3000021639<br>BLZ/bank code: 503 240 00<br>IBAN- DE08503240003000021639<br>BIC- FTSBDEFA |
| Rocket Software Pty. Ltd                               | Indonesia, Malaysia, Peoples Republic of China, Singapore, and Vietnam | Bank and Wire Transfers | National Australia Bank<br>USD<br>Acct: CORVUUSD01 SWIFT: NATAAU3302S  |
| Rocket Software Pty. Ltd                               | Australia  | Bank and Wire Transfers | National Australia Bank<br>AUD<br>BSB Num: 082-201 Acct: 66 142 3027 SWIFT: NATAAU3302S  |
| Rocket Software Pty. Ltd                               | New Zealand  | Bank and Wire Transfers | National Australia Bank<br>NZD<br>BSB Num: 082-201 Acct: 66 142 3027 SWIFT: NATAAU3302S  |



### 3. Which currencies does Rocket Software accept?

- Rocket Software will continue to support sales in US Dollar, Canadian Dollar, Brazil Real, Euro, Australian Dollar, British Pound, Japanese Yen, Swiss Franc, Indian Rupee, Philippines Peso, and Singapore Dollar.
- Remittances must be made in the currency identified on your invoice.

### 4. Who do I contact if I have questions about my invoice?

- For questions about your invoice or discussion regarding an overpayment, duplicate payment, credit balance, or a payment sent in error, email the Rocket Software accounts receivable team in the table below based on your country.
- Include your company name, and invoice information (number, date, amount) as available.

| Legal Entity   | Customers and Partners From   | Legal Entity Address  | Questions About Invoices and Accounts Receivables  |
|--|---|---|--|
| Rocket Software Inc                                    | Argentina, Belgium, Denmark, Netherlands, Sweden, and UK Caribbean Islands, and the United States | 77 4th Ave<br>Waltham, MA 02451<br>USA  | <a href="mailto:us.accountsreceivable@rocketsoftware.com">us.accountsreceivable@rocketsoftware.com</a> |
| Rocket Software do Brasil Ltda                         | Brazil  | Rua Olimpiadas, 205<br>4o andar Cj 41<br>São Paulo – SP - Brasil<br>CEP 04551-000                         | <a href="mailto:br.accountsreceivable@rocketsoftware.com">br.accountsreceivable@rocketsoftware.com</a> |
| Rocket Software Canada, Inc.                           | Canada  | 40 King Street West Suite<br>4400 Toronto,<br>ON M5H 3Y4<br>Canada  | <a href="mailto:ca.accountsreceivable@rocketsoftware.com">ca.accountsreceivable@rocketsoftware.com</a> |
| Rocket Software Technologies Deutschland GmbH & Co. KG | Germany   | Helfmann-Park 9 65760<br>Eschborn Germany   | <a href="mailto:de.accountsreceivable@rocketsoftware.com">de.accountsreceivable@rocketsoftware.com</a> |
| Rocket Software Pty. Ltd                               | Australia, New Zealand, Indonesia, Malaysia, Peoples Republic of China, Singapore, and Vietnam    | Level 1,<br>18 National Circuit<br>Barton ACT, 2600<br>Australia  | <a href="mailto:au.accountsreceivable@rocketsoftware.com">au.accountsreceivable@rocketsoftware.com</a> |
| Rocket Software Japan Ltd.                             | Japan   | 4F MM Park Building 3-6-3<br>Minatomirai, Nishi-ku<br><br>Yokohama-shi,<br>Kanagawa-ken 220-0012<br>JAPAN | <a href="mailto:jp.accountsreceivable@rocketsoftware.com">jp.accountsreceivable@rocketsoftware.com</a> |

**5. ASG already has my PO. Will it still be valid, or do I have to provide a new one?**

- Rocket Software will honor existing/previously submitted POs issued to ASG.
  - Effective March 1, 2023, all new purchase orders must be issued to the applicable Rocket Software Contracting Entity—please see the contract assignment and name change tables in the [Legal and Tax section](#) of this document to identify your Rocket Software Contracting Entity (and associated address).
  - Submit POs to [orders@rs.com](mailto:orders@rs.com).

**6. Does Rocket Software have a refund policy?**

- Rocket Software does not issue refunds.
- If you have an issue with your ASG products, please contact your channel manager, account executive, or renewal account executive. If you are not certain who that is or have difficulty reaching them, contact Rocket Software at [support@rocketsoftware.com](mailto:support@rocketsoftware.com) or 781-577-4323 (Direct) / 855-577-4323 (Toll-free), and you will be directed to your Rocket Software account representative.

**7. Do I need to update my procurement system with a new vendor and/or banking information?**

- Yes, you will need to set up your Rocket Software entity as a supplier. See [Invoicing and Payment #2](#) above for banking information.
  - Invoices dated before March 1, 2023, in the name of ASG, can be paid to the same bank account listed on the ASG invoice.
  - Invoices dated after March 1, 2023, will be issued by Rocket Software with the updated bank account.

**8. I need to change my contact on file due to personnel changes in my company. How do I do this?**

- Contact the Rocket Software team at [orders@rs.com](mailto:orders@rs.com)
  - The information you need to provide includes:
    - Prior contact name (who is being replaced).
    - The new contact's first name, last name, email address, company name, and phone number.



# Professional Services

## 1. Will the consultants who deliver my services be changing?

- There are no planned changes to consulting assignments. We will continue to deliver our service engagements, ensuring the same level and quality of service using the resources engaged with you today (or comparably skilled resources) through the end of the contract period. All contractual agreements, including Master Services Agreements, will be honored in full.
- If a change should become necessary, the Rocket Software Customer Solutions Engineering management team will work with you to ensure a smooth transition and your continued satisfaction.

## 2. Will the method and frequency of project status checkpoints be changing?

- Rocket Software follows a standard project delivery process for all customer engagements. The method and frequency of project status checkpoints will not change from what you are accustomed to unless you prefer a different method or frequency. The Rocket Software team will adapt to what you are most comfortable with.

## 3. How do I initiate a new services contract?

- Contact your Rocket Software account executive to discuss new engagements.
- If you do not know who your account executive is, email [solutioning@rocketsoftware.com](mailto:solutioning@rocketsoftware.com) and we will work with you to initiate your request.

## 4. Who will be my primary contact for service engagements, and what role do they play?

- Your primary contact in a Rocket Software services engagement will be your Rocket Software project manager.
- If you have an active engagement, Rocket Software's Customer Solutions Engineering team will introduce you to your Rocket Software project manager if you do not have one already assigned.

## 5. Are there any changes to the service levels I have come to expect from ASG?

- There will be no changes to your service levels. The Rocket Software team is committed to your success and is here to help in any way we can. We will do our best to ensure that you are completely satisfied with our engagement with you.



**6. I have a proposed statement of work in progress. Can this continue, or do we need to start a new one?**

- Rocket Software will continue to work with you using your in-progress Statement of Work (SOW). The Rocket Software Solutioning team will meet with you to understand your objectives and ensure continuity with the SOW so that Rocket Software is prepared to meet your expectations once contracted.

**7. Has anything changed with how Field Developed Interfaces (FDIs) or Custom Application Interfaces (CAIs) are purchased or maintained?**

- The FDI/CAI purchase process remains the same. However, flat-fee annual maintenance is no longer offered with the purchase of FDIs/CAIs. Any required maintenance can be discussed/negotiated as a T&M engagement with the Rocket Software Solutioning team. The solutioning team can be contacted at [solutioning@rocketsoftware.com](mailto:solutioning@rocketsoftware.com). Rocket Software will continue to honor currently active FDI/CAI-related maintenance agreements.

**8. Will there be changes to invoicing for Professional Services?**

- Rocket Software invoices Professional Services monthly on the first business day of the month for the prior month. The monthly invoice will cover all services recorded for the entire calendar month.
- Your final invoice from ASG will cover the period between January 26 - February 25, 2023. The first invoice from Rocket Software will be issued on Monday, April 3, 2023 for February 26 - March 31.



# Relationship Management

## 1. Will the staff who supported me at ASG still be available, including my sales contact?

- The entire Rocket Software team, along with the new employees who have joined Rocket Software from ASG, are here to support your needs. Some names and faces will be familiar, and some will be new. Rest assured, all of us are committed to ensuring you receive the highest level of service.

## 2. How do I reach the Rocket Software channel manager, account executive, or renewal representative assigned to my account?

- If you are unsure who to contact at Rocket Software or how to reach your Rocket Software representative, any of the options below are available to help you:
  - Email [support@rocketsoftware.com](mailto:support@rocketsoftware.com) or
  - Call 781-577-4323 (Direct) / 855-577-4323 (Toll-free), and you will be directed to your Rocket Software Account representative.

## 3. Will my service engagement continue with the same personnel?

- We will continue to deliver on our service engagements, ensuring the same level and quality of service using the resources engaged with you today (or comparably skilled resources) through the end of the contract period. Your contract will continue without interruption.

## 4. I recently received a quote from ASG; will Rocket Software honor it? Where do I send the POs or signed order forms?

- Quotes are valid through the current period of the performance expiration date (renewals)
  - The expiration date stated on your new sales quote, and/or
  - The expiration date of the current period of performance stated on your renewal quote.
- Send renewal or new sales POs and signed order forms to [orders@rs.com](mailto:orders@rs.com).

## 5. Who should I contact if I need to purchase additional products, licenses, or services or if I have questions about my current licenses?

- Contact your channel manager, account executive, or renewal account executive
  - If you are not certain who that is or have difficulty reaching them, contact Rocket Software at [support@rocketsoftware.com](mailto:support@rocketsoftware.com) or 781-577-4323 (Direct) / 855-577-4323 (Toll-free), and you will be directed to your Rocket Software account representative.



**6. Are there any product name or number (SKU) changes I should be aware of?**

- Rocket Software has assigned new SKUs/product codes, effective March 1, 2023. These new SKUs will replace former ASG product names to align with Rocket Software's product naming conventions.
- These changes will not affect your current licenses, nor will they affect maintenance or support in any way.
- The new SKUs will be reflected on quotes, invoices, support cases, and other entitlement records at Rocket Software as of March 1, 2023.
- Should you have any questions about the mapping of old to new SKUs, contact your channel manager, account executive, or renewal account executive, and they can assist you in understanding the translation.

**7. Does Rocket Software offer trials or proof of concept? If so, how can I request one?**

- Contact your channel manager, account executive, or renewal account executive
  - If you are unsure who that is or are unable to reach them, contact Rocket Software at [support@rocketsoftware.com](mailto:support@rocketsoftware.com) or 781-577-4323 (Direct) / 855-577-4323 (Toll-free), and you will be directed to your Rocket Software account representative.

**8. Does Rocket Software support the same currencies as ASG?**

- Please see the [Invoicing and Payment](#) section above.

**9. Are there changes to the roadmaps for ASG?**

- Currently, there are no planned changes to the ASG roadmaps. Roadmaps evolve based on product and customer needs and can be discussed upon request.
- Roadmaps will also be shared at the Rocket Software roadmap webinars.
- If you would like to have a specific conversation about Rocket Software's roadmap for the products you use, contact your channel manager, account executive, or renewal account executive. If you are unsure who that is or are unable to reach them, contact Rocket Software at [support@rocketsoftware.com](mailto:support@rocketsoftware.com) or 781-577-4323 (Direct) / 855-577-4323 (Toll-free), and you will be directed to your Rocket Software account representative.

**10. How often and in what form will I receive communications from Rocket Software?**

- Rocket Software customer success managers will contact you periodically to ensure that you are satisfied with Rocket Software's service delivery.
- We will provide notification of upcoming operational changes by email and/or phone.
- With your permission, we will notify you of upcoming product release highlights and strategic updates to product direction via Rocket Software account executives and customer success team members.

- We will also post updates on our support website and the Rocket Software Forum.
- To continually improve our products and help our customers succeed, Rocket Software may reach out to better understand the applied usage of license products in your environment.
- If you want to reach out to our Customer Success team, please email [csm.connect@rocketsoftware.com](mailto:csm.connect@rocketsoftware.com).

## 11. Can I follow Rocket Software on social media?

- You can find Rocket Software on these social media platforms:
  - [Rocket Software on Facebook](#)
  - [Rocket Software on Twitter](#)
  - [Rocket Software on LinkedIn](#)

## 12. Rocket Software has recently relaunched the Rocket Software Partner Portal.

- The Rocket Software Partner Portal is intended for all partners of Rocket Software, including partners from Rocket Software, ASG, Uniface, and other Rocket Software acquisitions. Visit <https://partners.rocketsoftware.com> for access to:
  - Deal registration
  - On-demand enablement
  - Product collateral
  - Program guides & more

Any questions regarding partner engagement should be directed to [partners@rocketsoftware.com](mailto:partners@rocketsoftware.com)

# Customer and Technical Support

## 1. How do I contact Rocket Software customer support starting March 1, 2023?

- Call one of the following support telephone numbers, or send an email to [support@rocketsoftware.com](mailto:support@rocketsoftware.com) with your support issue.

| Country                 | Toll-free telephone number |
|-------------------------|----------------------------|
| United States           | 1-855-577-4323             |
| Australia               | 1-800-823-405              |
| Belgium                 | 0800-266-65                |
| Brazil                  | 0-800-591-8021             |
| Canada                  | 1-855-577-4323             |
| 中国 (China)              | 400-120-9242               |
| Deutschland (Germany)   | 0800-180-0882              |
| France                  | 08-05-08-05-62             |
| Greece                  | 800-848-1252               |
| Italia (Italy)          | 800-878-295                |
| 日本 (Japan)              | 0800-170-5464              |
| Malaysia                | 1-800-814-479              |
| Nederland (Netherlands) | 0-800-022-2961             |
| New Zealand             | 0800-003210                |
| Portugal                | 800-180-202                |
| Singapore               | 800-852-3337               |
| South Africa            | 0-800-980-818              |
| United Kingdom          | 0800-520-0439              |





- Send an email to [support@rocketsoftware.com](mailto:support@rocketsoftware.com) with your support issue.
- Complete the web form at <https://www.rocketsoftware.com/support>.
- Keeping up to date with your support case, product files, documentation, licenses, and knowledge base is as simple as logging into the Rocket Software Customer Community Portal (RCC).
- Registration is required to access the Rocket Software Customer Community, which replaces the ASG ACCESS Portal. The steps to register for the RCC are:
  - Go to the RCC Portal at <https://my.rocketsoftware.com/RocketCommunity/RCLogin>.
  - If you were an ASG ACCESS portal user, you may already be registered.
  - Simply log on to the RCC portal using the link provided and change your password by clicking "Forgot Password". Choose an individual password.
  - You may register anytime if you are not automatically registered or are a new portal user. Follow these simple steps:
    - After entering the above URL, click "Sign Up"
    - Fill out the ensuing form and click on "Request Account"
    - This will create a Service Case. Our Customer Care team will review the information provided and activate your account.

## 2. What can I do in the Rocket Software Customer Community Support Portal at <https://my.rocketsoftware.com/RocketCommunity/RCLogin> after March 1, 2023?

- Check the status of open support issues and support ticket history (cases tab).
- Escalate a support ticket (cases tab).
- Download products you currently own and for which you have active support/maintenance agreements (downloads tab).
- Access product fixes, patches, and point releases (downloads tab).
- Link to the product documentation portal <https://docs.rocketsoftware.com> (documents tab).
- Search knowledge articles for your product (knowledge base tab).
- Upgrade to the latest software build (download tab).
- Review your current licenses (license key tab).

## 3. Will there be any changes to my service level agreements and commitments?

- There will be no changes to your service level agreements and commitments. The Rocket Software team is committed to your success and will help in any way we can.

## 4. How long will my current software version(s) be supported?

- On March 1, 2023, there will be no change to Rocket Software ASG versions supported. Any future changes to the Rocket Software versions supported will be communicated with ample notice.

## 5. How do I submit an enhancement request to Rocket Software after March 1, 2023?

- Requests for changes and enhancements to Rocket Software's ASG products should be routed through:
  - Web form at <https://www.rocketsoftware.com/support> or email [support@rocketsoftware.com](mailto:support@rocketsoftware.com).

## 6. Can I still access support using the ASG Support Portal?

- After March 1, 2023, support will only be available via the Rocket Software Customer Community Support Portal. Refer to [number #1](#) above for access information.

## 7. How do I request a replacement or an emergency license key? Am I still able to access self-service tools in the ASG support portal?

- After March 1, 2023, license key support will only be available via Rocket Software.
- To obtain a replacement or emergency license key, open a case by sending an email to [support@rocketsoftware.com](mailto:support@rocketsoftware.com). For emergency license keys, mark the email as Urgent or Severity 1, stating the product and the version in your email, and follow up with a phone call to one of the numbers listed above.

## 8. Where do I request a new key for a change in our system environment beginning March 1, 2023?

- Send an email to [support@rocketsoftware.com](mailto:support@rocketsoftware.com) with the new server's host name and host ID/system information to get a new license file.
- Examples of system environments are:
  - Moving the license to a new server (include current system and version, current server, new server host name, and host ID/System information).
  - Upgrading to a higher or a more recent release of ASG.
  - Changing user counts.

## 9. How do I get product self-help?

- Rocket Software offers four different self-help options:
- Register on the Rocket Software Forum to access Rocket Software support, collaborate with your peers, engineers, and product management, and our complete knowledge base.
  - Get started here: <https://community.rocketsoftware.com/register>. You may use the same email address and password you use to register for Rocket Software Customer Community, but you must register separately.
- Access product documentation at <https://docs.rocketsoftware.com>. This content is available with or without an account. Creating an account will enable the additional functionality of creating and sharing content collection, sending feedback, and setting up a watchlist of documents.



- The Rocket Software Customer Community provides access to our complete knowledge base of solutions.
- For education and enablement, Partners may visit the partner portal site at <https://partners.rocketsoftware.com>.

#### **10. Where do I learn about product updates and roadmaps?**

- Roadmaps are shared in Rocket Software webinars and within the Rocket Software Forum.
- Create an account on <https://docs.rocketsoftware.com> to enable notifications of any changes to your favorite Rocket products.

#### **11. How do I update my contact details or add a support contact?**

- Contact Rocket Software customer support using any method provided [under #1](#).

#### **12. How do I report a bug starting March 1, 2023?**

- Open a case by sending an email to or through the Rocket Software Customer Portal.

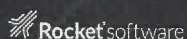


# Call to Action

- Below are the actions we are asking you to take to limit disruption to your business processes and smooth your transition along the way.
  - Update your company's procurement system with Rocket Software as your vendor or supplier instead of ASG. See the [Invoicing and Payment section](#) above for the correct banking information.
  - For US customers and partners, please forward a copy of your tax exemption or reseller certificate to [salestax@rocketsoftware.com](mailto:salestax@rocketsoftware.com).
  - Register for the Rocket Software Customer Community Support Portal. Simply log on to <https://my.rocketsoftware.com/RocketCommunity/RCLogin> and click "Don't Have an Account? Sign up".
  - Create your account to review product documentation on <https://docs.rocketsoftware.com>.

The future won't wait—modernize today.

Visit [RocketSoftware.com](https://RocketSoftware.com) >



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