



IBM Rational Elite Support for Eclipse

Highlights

- ***Provides world-class technical support for your Eclipse environment***
- ***Includes online and phone support, as well as submission of defect fixes to the Eclipse.org Web site***
- ***Includes support for Java Development Toolkit and Java Plug-in Development Environment technologies***

For many years, software developers have known the benefits of open standards and used the technology in their projects. Now, through the Eclipse framework, all of the benefits of open software are available for use in the development environment itself.

Eclipse is an open source community whose projects are focused on building an open development platform comprising extensible frameworks, tools and run times for building, deploying and managing software across the lifecycle. A large and vibrant ecosystem of major technology vendors, innovative start-ups, universities, research institutions and individuals extends the Eclipse platform.

Many development organizations are, however, reluctant to build mission-critical applications with tools that have only community-based support and accountability. For this reason, the IBM Rational® Elite Support for Eclipse offering brings renowned IBM technical support to your Eclipse platform.

Eclipse history

In 2001, IBM established the Eclipse consortium and donated significant source code to the open source community. In 2004, Eclipse became an independent body that drives the platform's evolution to benefit end users and the providers of software development offerings.

More committed to Eclipse today than ever, IBM takes an active part in the Eclipse Foundation as a strategic member, and has more developers contributing to Eclipse than any other vendor.

Enables developers to work with confidence

Providing world-class technical support for Eclipse, Rational Elite Support for Eclipse helps developers work confidently in the Eclipse environment. They can take advantage of IBM issue management tools and resources. And they can submit defects through a triage process, where fixes and code are provided through the official Eclipse.org organization.



The following services are available with the IBM Rational Elite Support for Eclipse offering:

- *Problem submission electronically or by phone*
- *Basic configuration assistance*
- *General usage information*
- *Compatibility and interoperability information*
- *Online tracking of defect submissions through Eclipse.org*
- *Online tracking of defect patch fixes through Eclipse.org*
- *Critical defect workaround development*
- *Submission of defect fixes to applicable community projects*

As with all Rational product assistance, Rational Elite Support for Eclipse is available Monday through Friday, from 8 a.m. to 5 p.m. (Eastern Time), but users experiencing severity one issues can leverage support 24x7x365. Eclipse users from all over the world can call by phone or go online to submit their questions. An authorized IBM Rational Elite Support for Eclipse representative will respond to issues within two business hours.

Supports multiple environments

For the Eclipse 3.2 and later releases, IBM Rational Elite Support for Eclipse can provide support for two years after the software is officially available from Eclipse.org.

Assistance is available for the Java™ Development Toolkit (JDT), the Plug-in Development Environment (PDE) and the Rich Client Platform (RCP), as well as the following projects and frameworks:

- *Web Tools Platform (WTP)*
- *Data Tools Platform (DTP)*
- *Test and Performance Tools Platform (TPTP)*
- *Graphical Editing Framework (GEF)*
- *Eclipse Modeling Framework (EMF)*

For more information

To learn more about the IBM Rational Elite Support for Eclipse offering, please contact your IBM representative or visit:

ibm.com/software/rational/eclipse/elite

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07-07
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