



## Rosetta Biosoftware FAQ

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**Ceiba Solutions Inc.**, a software development and IT consulting firm, provides an Application Managed Service offering that has been successfully implemented to transition and support niche software solutions in the Life Science industry, including R&D instrumentation, ERP applications, and hosted integration. Ceiba is bringing this combination of best practice managed services with its understanding of the Rosetta Biosoftware community, and their functional requirements, to seamlessly transition and maintain Rosetta Biosoftware customer satisfaction.

### FAQ

**Q: What does this mean?**

Ceiba Solutions will become the primary contact for support for Rosetta Resolver, Elucidator and Syllego software license agreements.

**Q: When will it take place?**

Ceiba will assume complete responsibility on September 15, 2009 but will work with Rosetta Biosoftware prior to this to ensure a smooth transition. The Rosetta Biosoftware transition team will communicate directly with each customer to provide further details.

**Q: Who do I call for support?**

Phone: 1-800-RESOLVE

Email: [support@rosettatabio.com](mailto:support@rosettatabio.com)

**Q: Who is Ceiba Solutions?**

Ceiba Solutions is a software developer and IT services company. Ceiba helps customers streamline and extend business processes through composite software development, application integration, and managed application services.

**Q: What is Ceiba's experience in the Life Science industry?**

Ceiba currently serves a number of Life Science customers who need outsourced managed services for their R&D applications as well as their business software and integrated business processes. Ceiba is also an active member of the Massachusetts Biotechnology Council and is a member of the BayBio Council



**Q: What is Ceiba's expertise in Bioinformatics, especially as this relates to the Rosetta Biosoftware applications?**

Ceiba is bringing experienced Rosetta Biosoftware staff on-board, as well as having on-hand expertise from partners in bioinformatics.

**Q: What is Ceiba's experience in providing application support?**

Ceiba's Managed Service team is experienced in all aspects of application managed service. This includes managed support of R&D instrumentation and ERP applications, remote management of integration, and application hosting.

**Q: How long will Ceiba Solutions provide support to Rosetta Biosoftware customers?**

Ceiba has been contracted by Merck & Co., Inc. to provide support through July 31, 2011

**Q: Which Rosetta Biosoftware customers are eligible to receive support from Ceiba Solutions?**

To be eligible for continued support, a Customer must be either a Perpetual Licensee that is current with their annual Technical Support and Software Update Protection fee, or an Annual Licensee that is paid for their current license term.

**Q: Will support of Rosetta Biosoftware be different under Ceiba Solutions?**

Ceiba's applies the same high quality of application managed services to all its customers, and its team includes experienced Rosetta Biosoftware people. Ceiba's goal is to deliver consistent incident resolution and user-friendly customer service. This combination of best practice managed services and understanding of the Rosetta Biosoftware software community provides a seamlessly transition, and will hopefully maintain Rosetta Biosoftware customer satisfaction.

**Q: Can I purchase training for Rosetta Biosoftware products from Ceiba Solutions?**

Yes.

**Q: Who will send quotes for future support & license renewals, will it be Ceiba Solutions or Rosetta? To whom will I send payments?**

Future quotes and invoices for Technical Support and Software Update Protection will be issued by Ceiba Solutions, Inc. Payments should be remitted to Ceiba as well.