Subject: RSI is a money thirsty beast!!
Posted by ghsu%unstable on Fri, 10 Jun 1994 01:17:28 GMT

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Hi, There,
   I have just found out that RSI requires each individual users of
IDL to send in $200 to register in order to get technical support.
Here's what they say :

>
> IDL Technical support is a service we provide to our IDL users. Six
> months of free technical support for one person is included with the
> purchase of an IDL license. Support is handled on an individual
> per-person basis and is available for $200 per person per year. Any
> number of people at a site may purchase IDL Technical Support.
>
> You may choose whether you want many people registered, or whether you
> you want all calls to go through a contact person at your site. You
> might choose the convenience of multiple support contacts, or the
> economy (and development of IDL knowledge) of a single contact person.
>

   I think it really sucks!   I deal with many software companies and I
have never heard of such a money thirsty policy.   Didn't we dish out
a couple of $K purchasing a licesne and send in more $ each year which
I vaguely remebered called "technical support"?   Not that it is such
a valuable service.   I got more help from the Net.

   Maybe I am naive, does RSI really think they have a lock on their
customer?   Haven't they head of COMPETITION?   Over the years of
using IDL, I have seen the price of a license going up and up.
Restrictions on usage get worse. RSI has turned from a small,
technically oriented outfit into this horrible money sucking beast.
It is really sad.   Is Visual Numeric just as $$ thirsty?
Mathworks is perhaps just as bad. Every little toolbox costs $K.
But at least they don't require each user to pay in order to get
support.   Maybe they are all just as bad.   I think we need a GNU
version of IDL/Matlab clone!

   I don't mind at all if you feel otherwise and are going to flame
me.   This is how I feel about a shody bussiness practice.   And I
am going to call Visual Nuemeric and Mathworks today.   I don't think
a company making such bad business decision is going to be in business
for long.   Well, that's over stating it.   I am just mad that I just
argue hard for keeping IDL in the last meeting when everybody else is
going for Matlab.

   If you agree with me, send a message to RSI.   If you disagree with

me, send me a email.   This is, after all, not for the discussion of
RSI's bussiness practice.

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