

Edgar Filing: SUPPORTSOFT INC - Form SC 13G/A

SUPPORTSOFT INC  
Form SC 13G/A  
February 18, 2004

OMB APPROVAL

OMB Number:3235-0145  
Expires: August 31, 1999  
Estimated average burden  
hours per response 14.90

UNITED STATES  
SECURITIES AND EXCHANGE COMMISSION  
Washington, D.C. 20549

SCHEDULE 13G

Under the Securities Exchange Act of 1934  
(Amendment No. 2)

Supportsoft, Inc.  
(Name of Issuer)

Common Shares  
(Title of Class of Securities)

868587106  
(CUSIP Number)

December 31, 2003  
(Date of Event Which Requires Filing of this Statement)

Check the appropriate box to designate the rule pursuant to which this  
Schedule is filed:

Rule 13d-1(b)

\* The remainder of this cover page shall be filled out for a reporting  
person's initial filing on this form with respect to the subject class of  
securities, and for any subsequent amendment containing information which  
would alter disclosures provided in a prior cover page.

The information required on the remainder of this cover page shall not be  
deemed to be "filed" for the purpose of Section 18 of the Securities  
Exchange Act of 1934 ("Act") or otherwise subject to the liabilities of  
that section of the Act but shall be subject to all other provisions of the  
Act (however, see the Notes).

Potential persons who are to respond to the collection of information  
contained in this form are not required to respond unless the form displays  
a currently valid OMB control number.

SEC 1745 (3-98)

Page 1 of 11

CUSIP No. 868587106

13G

Page 2 of 11

-----  
1        NAME OF REPORTING PERSONS  
          IRS IDENTIFICATION NOS. OF ABOVE PERSONS (ENTITIES ONLY)

Edgar Filing: SUPPORTSOFT INC - Form SC 13G/A

RS Investment Management Co. LLC

2 CHECK THE APPROPRIATE BOX IF A MEMBER OF A GROUP (See Instructions)  
(a) / /  
(b) / /

3 SEC USE ONLY

4 CITIZENSHIP OR PLACE OF ORGANIZATION

Delaware

NUMBER OF SHARES	5	SOLE VOTING POWER
BENEFICIALLY OWNED BY EACH REPORTING PERSON WITH		-0-
	6	SHARED VOTING POWER
		-1,464,510-
	7	SOLE DISPOSITIVE POWER
		-0-
	8	SHARED DISPOSITIVE POWER
		-1,464,510-

9 AGGREGATE AMOUNT BENEFICIALLY OWNED BY EACH REPORTING PERSON  
-1,464,510-

10 CHECK IF THE AGGREGATE AMOUNT IN ROW (9) EXCLUDES CERTAIN SHARES (See Instructions)

11 PERCENT OF CLASS REPRESENTED BY AMOUNT IN ROW 9  
4.1%

12 TYPE OF REPORTING PERSON (See Instructions)  
OO, HC

CUSIP No. 868587106

13G

Page 3 of 11

1 NAME OF REPORTING PERSONS  
IRS IDENTIFICATION NOS. OF ABOVE PERSONS (ENTITIES ONLY)  
  
RS Investment Management, L.P.

2 CHECK THE APPROPRIATE BOX IF A MEMBER OF A GROUP (See Instructions)  
(a) / /  
(b) / /

3 SEC USE ONLY

4 CITIZENSHIP OR PLACE OF ORGANIZATION

California

NUMBER OF SHARES	5	SOLE VOTING POWER
BENEFICIALLY		-0-

Edgar Filing: SUPPORTSOFT INC - Form SC 13G/A

OWNED BY EACH REPORTING PERSON WITH	6  7  8	SHARED VOTING POWER -1,464,510- ----- SOLE DISPOSITIVE POWER -0- ----- SHARED DISPOSITIVE POWER -1,464,510- -----
9 AGGREGATE AMOUNT BENEFICIALLY OWNED BY EACH REPORTING PERSON -1,464,510- -----		
10 CHECK IF THE AGGREGATE AMOUNT IN ROW (9) EXCLUDES CERTAIN SHARES (See Instructions)		
11 PERCENT OF CLASS REPRESENTED BY AMOUNT IN ROW 9 4.1% -----		
12 TYPE OF REPORTING PERSON (See Instructions) PN, IA -----		

CUSIP No. 868587106

13G

Page 4 of 11

1	NAME OF REPORTING PERSONS IRS IDENTIFICATION NOS. OF ABOVE PERSONS (ENTITIES ONLY)  RS Diversified Growth Fund -----	
2	CHECK THE APPROPRIATE BOX IF A MEMBER OF A GROUP (See Instructions) (a) / / (b) / / -----	
3	SEC USE ONLY -----	
4	CITIZENSHIP OR PLACE OF ORGANIZATION  Massachusetts -----	
	5  6  7  8	NUMBER OF SHARES BENEFICIALLY OWNED BY EACH REPORTING PERSON WITH  SOLE VOTING POWER -0- ----- SHARED VOTING POWER -1,075,760- ----- SOLE DISPOSITIVE POWER -0- ----- SHARED DISPOSITIVE POWER -1,075,760- -----
9 AGGREGATE AMOUNT BENEFICIALLY OWNED BY EACH REPORTING PERSON -1,075,760- -----		
10 CHECK IF THE AGGREGATE AMOUNT IN ROW (9) EXCLUDES CERTAIN SHARES (See Instructions) -----		

Edgar Filing: SUPPORTSOFT INC - Form SC 13G/A

11 PERCENT OF CLASS REPRESENTED BY AMOUNT IN ROW 9  
3.0%

12 TYPE OF REPORTING PERSON (See Instructions)  
IV

CUSIP No. 868587106

13G

Page 5 of 11

1 NAME OF REPORTING PERSONS  
IRS IDENTIFICATION NOS. OF ABOVE PERSONS (ENTITIES ONLY)

G. Randall Hecht

2 CHECK THE APPROPRIATE BOX IF A MEMBER OF A GROUP (See Instructions)  
(a) / /  
(b) / /

3 SEC USE ONLY

4 CITIZENSHIP OR PLACE OF ORGANIZATION

USA

NUMBER OF SHARES	5	SOLE VOTING POWER	-0-
BENEFICIALLY OWNED BY EACH REPORTING PERSON WITH		6 SHARED VOTING POWER	-1,464,510-
		7 SOLE DISPOSITIVE POWER	-0-
		8 SHARED DISPOSITIVE POWER	-1,464,510-

9 AGGREGATE AMOUNT BENEFICIALLY OWNED BY EACH REPORTING PERSON  
-1,464,510-

10 CHECK IF THE AGGREGATE AMOUNT IN ROW (9) EXCLUDES CERTAIN SHARES (See Instructions)

11 PERCENT OF CLASS REPRESENTED BY AMOUNT IN ROW 9  
4.1%

12 TYPE OF REPORTING PERSON (See Instructions)  
IN, HC

CUSIP No. 868587106

13G

Page 6 of 11

ITEM 1.

(a) The name of the issuer is Supportsoft, Inc. (the "Issuer").

(b) The principal executive office of the Issuer is located at:  
575 Broadway, Redwood City, CA 94063.

Edgar Filing: SUPPORTSOFT INC - Form SC 13G/A

ITEM 2.

(a-c) See Annex I for information on the persons filing this statement (collectively, the "Filers")

(d) This statement relates to shares of common stock of the Issuer (the "Stock").

(e) The CUSIP number of the Stock is 868587106.

CUSIP No. 868587106

13G

Page 7 of 11

ITEM 3. If this statement is filed pursuant to rule 240.13d-1(b) or 240.13d-2(b) or (c), check whether the person filing is a:

(a)  Broker or dealer registered under section 15 of the Act (15 U.S.C. 78o).

(b)  Bank as defined in section 3(a)(6) of the Act (15 U.S.C. 78c).

(c)  Insurance company as defined in section 3(a)(19) of the Act (15 U.S.C. 78c).

(d)  Investment company registered under section 8 of the Investment Company Act of 1940 (15 U.S.C. 80a-8).  
\*RS Diversified Growth Fund is a registered investment company.

(e)  An investment adviser in accordance with 240.13d-1(b)(1)(ii)(E). \*RS Investment Management, L.P. is a registered investment adviser.

(f)  An employee benefit plan or endowment fund in accordance with 240.13d-1(b)(1)(ii)(F).

(g)  A parent holding company or control person in accordance with 240.13d-1(b)(1)(ii)(G).  
\*RS Investment Management Co. LLC is the general partner of RS Investment Management, L.P. G. Randall Hecht is a control person of RS Investment Management Co. LLC and RS Investment Management, L.P.

(h)  A savings association as defined in section 3(b) of the Federal Deposit Insurance Act (12 U.S.C. 1813).

(i)  A church plan that is excluded from the definition of an investment company under section 3(c)(14) of the Investment Company Act of 1940 (15 U.S.C. 80a-3).

(j)  Group, in accordance with section 240.13d-1(b)(1)(ii)(J)

CUSIP No. 868587106

13G

Page 8 of 11

ITEM 4. OWNERSHIP

## Edgar Filing: SUPPORTSOFT INC - Form SC 13G/A

See Items 5-9 and 11 on the cover page for each Filer.

### ITEM 5. OWNERSHIP OF FIVE PERCENT OR LESS OF A CLASS

If this statement is being filed to report the fact that as of the date hereof the reporting person has ceased to be the beneficial owner of more than five percent of the class of securities, check the following /x/.

### ITEM 6. OWNERSHIP OF MORE THAN FIVE PERCENT ON BEHALF OF ANOTHER PERSON

RS Investment Management Co. LLC is the parent company of registered investment advisers whose clients have the right to receive or the power to direct the receipt of dividends from, or the proceeds from the sale of, the Stock. No client owns greater than five percent of the outstanding Stock.

RS Investment Management, L.P. is a registered investment adviser and the investment adviser to RS Diversified Growth Fund, a registered investment company. RS Investment Management Co. LLC is the General Partner of RS Investment Management, L.P. G. Randall Hecht is a control person of RS Investment Management Co. LLC and RS Investment Management, L.P.

CUSIP No. 868587106

13G

Page 9 of 11

### ITEM 7. IDENTIFICATION AND CLASSIFICATION OF THE SUBSIDIARY WHICH ACQUIRED THE SECURITY BEING REPORTED ON BY THE PARENT HOLDING COMPANY

Not applicable.

### ITEM 8. IDENTIFICATION AND CLASSIFICATION OF MEMBERS OF THE GROUP

Not applicable.

### ITEM 9. NOTICE OF DISSOLUTION OF GROUP

Not applicable.

### ITEM 10. CERTIFICATION

By signing below I certify that, to the best of my knowledge and belief, the securities referred to above were acquired and are held in the ordinary course of business and were not acquired and are not held for the purpose of or with the effect of changing or influencing the control of the issuer of the securities and were not acquired and are not held in connection with or as a participant in any transaction having that purpose or effect.

SIGNATURE

After reasonable inquiry and to the best of my knowledge and belief, I certify that the information set forth in this statement is true, complete and correct.

Dated: February 14, 2004

Edgar Filing: SUPPORTSOFT INC - Form SC 13G/A

RS INVESTMENT MANAGEMENT CO. LLC  
By: /s/ G. Randall Hecht  
G. Randall Hecht  
Chief Executive Officer

RS INVESTMENT MANAGEMENT, L.P.  
By: /s/ G. Randall Hecht  
G. Randall Hecht  
Chief Executive Officer

RS DIVERSIFIED GROWTH FUND  
By: RS Investment Management, L.P.  
Investment Adviser  
By: /s/ G. Randall Hecht  
G. Randall Hecht  
Chief Executive Officer

/s/ G. Randall Hecht  
G. Randall Hecht

CUSIP No. 868587106

13G

Page 10 of 11

EXHIBIT A

JOINT FILING AGREEMENT

The undersigned hereby agree that they are filing this statement jointly pursuant to Rule 13d-1(f)(1). Each of them is responsible for the timely filing of the Schedule 13G and any amendments thereto, and for the completeness and accuracy of the information concerning such person contained therein; but none of them is responsible for the completeness or accuracy of the information concerning the other persons making the filing, unless such person knows or has reason to believe that such information is accurate.

Dated: February 14, 2004

RS INVESTMENT MANAGEMENT CO. LLC  
By: /s/ G. Randall Hecht  
G. Randall Hecht  
Chief Executive Officer

RS INVESTMENT MANAGEMENT, L.P.  
By: /s/ G. Randall Hecht  
G. Randall Hecht  
Chief Executive Officer

RS DIVERSIFIED GROWTH FUND  
By: RS Investment Management, L.P.  
Investment Adviser  
By: /s/ G. Randall Hecht  
G. Randall Hecht  
Chief Executive Officer

/s/ G. Randall Hecht  
G. Randall Hecht

CUSIP No. 868587106

13G

Page 11 of 11

Annex I

## Edgar Filing: SUPPORTSOFT INC - Form SC 13G/A

The filers are:

- I. (a) RS Investment Management Co. LLC, is a Delaware Limited Liability Company.  
(b) holding company
  
- II. (a) RS Investment Management, L.P. is a California Limited Partnership.  
(b) registered investment adviser
  
- III. (a) RS Diversified Growth Fund is a series of a Mass. Business Trust.  
(b) investment company
  
- IV. (a) G. Randall Hecht is a control person of RS Investment Management Co. LLC and RS Investment Management, L.P.  
(b) individual