

Service description

SUPPORT

for

END CUSTOMERS

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Service description

With affordable and predictable costs, Priority Support offers you:

- Scalable and flexible support
- Access to our experts
- Guaranteed response time
- Option to find a specific work around for specific issues and access to BETA versions of our products

Summary

You need a license for the corresponding product.

The Standard-Support assists with:

- The setup of the product
- In case of unexpected errors at runtime
- Is limited to eMail communication
- Has no guaranteed response time, but aims to respond within 2 business days

Priority Support additionally includes:

- Assistance for the setup and configuration of the product in your environment
- Assistance via remote access
- Direct access to developers and consultants
- Guaranteed response time within 2 business days with an aim towards 1 business day
- Possibility to find a specific work around for specific issues and access to BETA versions of our products

Standard-Support

The standard support includes the clarification of problems, as far as this is possible via email and log files without remote support. There is a "best effort" response time of 2 working days.

Priority-Support

Highlights

- You can, by agreement, include us in your technical meetings.
- You will receive problem-oriented support and benefit from faster processing, shorter response times and access to our experts.

Priority-Support includes

- Clarification of questions regarding the use of the products, problems with the configuration in your environment, clarification of operating errors and much more.
- Your support requests are processed with high priority. Within a period of no more than 2 working days, the analysis begins with all available options (log info, telephone conference and remote support) to provide a workaround.
- If necessary, we can provide a work around or make functions from BETA versions available in advance.
- We support you to avoid data loss during the implementation of work arounds or beta versions.