

Software Support Plans



Support Detail	Standard Support Plan	Premium Support Plan
Software Updates - Major releases, minor updates and service packs.	Yes	Yes
Phone Support - Dedicated Technical specialist will answer your call to solve your issue.	First Come First Serve	Priority
Remote Control Support - Technical specialists troubleshoot and fix problems fast and teach you how to troubleshoot and resolve issues quickly through remote access tools.	First Come First Serve	Priority
Online Support - Access to web-based customer support system where new cases can be initiated, tracked and updated as they are resolved. Have a complex problem? Our web-based customer support system will let you attach screenshots and upload documents to get it solved faster.	Yes	Yes
Email Support - Have a question but don't need an answer right away? Just send us an email and our specialist will get back to you within 48 hours.	First Come First Serve	Priority
Downloads - Online technical or functional or knowledge documentation or Training guides can be downloaded.	Yes	Yes
Webinars and Demos - Learn about new features and functions at your convenience and at your own pace.	Yes	Yes
Custom Reporting Services - Our technical support team can help you to add more report formats for your business.	No	Yes
Data Backup and Protection Services - Allows you to store your data up to 10 GB on our server. Our technical team help you to recover the damaged data files and password removals for lost or forgotten passwords.	No	Yes