

Client Support Plans

Get the most out of your retail technology with one of our flexible support plans.

	PRIORITY PLUS SUPPORT UNLIMITED NAMED USERS	PRIORITY SUPPORT 2 NAMED USERS	ACCESS SUPPORT UNLIMITED NAMED USERS	ETS SUPPORT ALL EMPLOYEES
# of Users	UNLIMITED NAMED USERS	2 NAMED USERS	UNLIMITED NAMED USERS	ALL EMPLOYEES
# of Support Tickets	Unlimited	Unlimited	Sold per hour	Sold per incident
Regular Support Hours	M-F, 6AM - 9PM MST Sa-Su, 7AM - 6PM MST	M-F, 8AM - 5PM MST	M-F, 8AM - 5PM MST	M-F, 6AM - 9PM MST Sa-Su, 7AM - 6PM MST
Emergency Support Hours	Included in Regular Support Hours	M-F, 5PM - 9PM MST Sa-Su, 7AM - 6PM MST	M-F, 5PM - 9PM MST Sa-Su, 7AM - 6PM MST	Included in Regular Support Hours
Expected Max Response Time	3 Hours	6 Hours	6 Hours	3 Hours
24/7 Knowledge Base Access	✓	✓	✓	✗
Multi-Site Support	✓	✓	✓	✓
Publisher Released Plugin Support	✓	✓	✓	✓
EFT Support	May Be Purchased Separately	May Be Purchased Separately	✓	✓
24/7 PC Monitoring and/or Mobile Device Management	✓	✓	✗	✗
Critical Alert Notifications (PC Only)	✓	✓	✗	✗
Ad-Hoc POS Training (Up to 6 hrs. per year)	✓	✗	Hours Purchased May Be Used For This Service	✗
Maintenance Pack Updates (Up to 2 per year)	✓	✗	Hours Purchased May Be Used For This Service	✗
Comprehensive Onboarding	✓	✓	✗	✗