



24X7 SUPPORT OPTIONS

FLEXIBLE SUPPORT OPTIONS FOR BUSINESSES OF ALL SIZES

OVERVIEW

Loftware offers three technical support options designed for businesses of all sizes, with one or many locations around the world, and for those who need weekday support for a limited number of hours only to corporations with mission-critical 24x7x365 support requirements. All options – **Standard, Gold, and Platinum** – are distinguished by their commitment to minimize the risk and associated costs of an interruption in product labeling and to maximize the customer's return on investment from Loftware solutions.

A NEW STANDARD IN GLOBAL 24X7 TECHNICAL SUPPORT

The Platinum Technical Support option reflects Loftware's experience of 25 years in establishing its global reach in partnership with global enterprises with the most demanding production labeling needs. This means that in addition to our innovative and ongoing product development of industry-leading labeling solutions, Loftware has also spent years defining and developing the industry's best practices for managing and maintaining our products for maximum, full time usability through rigorous technical support programs.

DID YOU KNOW THAT
LOFTWARE OFFERS THESE
VALUE-ADDED SERVICES?

SERVICES

- Proof of Concept
- Deployment
- Consulting
- Business Process Analysis
- Productivity Analysis
- High Availability/
Disaster Recovery
- And more...

TRAINING

- Label Design
- Writing Business filters
- Barcode Symbology
- And more....

For more info on these additional professional services:

+1-603-766-3630 x209



Response Time	Standard	Gold	Platinum
Support Hours	6am-10pm EST	24x7	24x7x365
Response Time for Production Down (during support hours)	1 Hour	1 Hour	1 Hour
Response Time for High Priority issues (during support hours)	2 hours	2 hours	1 hour
Response Time for Standard issues (during support hours)	12 hours	12 hours	2 hours
Features			
Web Support (Knowledgebase)	√	√	√
Email Support	√	√	√
Phone Support	√	√	√
Unlimited number of support calls/tickets	√	√	√
After hours support (M-F)	N/A	√	√
Weekend support	N/A	√	√
Holiday support	N/A	N/A	√
Support to generate temporary keys	N/A	N/A	√

Platinum Support requirements (within 30 days of go-live)

- Customer Environmental Review (Health Check), by a Loftware Technician
- Review of Failover or Backup system, or documented recovery process.
- Business Flow review
- Customer internal incident management and escalation process
- Review Loftware user and technical knowledge

The following are other support offerings provided at additional costs:

- Local language support
- On-site support
- Annual environment wellness review
- Dedicated named support & service team

For more information on our 24x7 support options, contact a Professional Services representative.

+1-603-766-3630 x405

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