

Equisys Support Plans

Guarantee the latest updates
for your software

Ensure continued access to
technical support



Equisys support plans ensure that your product is kept up-to-date with all of the latest upgrades, fixes and releases. They provide access to our team of technical support experts, either directly or via your software provider. We offer different levels of support to suit your needs.

Premium Technical Support

This recommended option provides telephone support and priority email support for customers in the UK, with a weekly review by the case engineer of all open cases. It includes Software Assurance, giving you access to all the software updates, fixes and version upgrades provided for your system without extra charge.

Due to the importance and value of keeping your software up to date, all starter systems and upgrades include one year's Software Assurance as standard. This is renewable on the anniversary of purchase.

Standard Technical Support

This option provides email support with a 24-hour response time. It also includes Software Assurance, which entitles you to receive major version releases and other software fixes and updates without additional charge.

Owing to the importance and value of keeping your software up to date, all starter systems and upgrades include one year's Software Assurance as standard. This is then renewable on the anniversary of the purchase.

Access to software updates

Support plans are a cost effective way of keeping your software current with support for the latest Microsoft platforms. Software updates and upgrades are only available to customers with a current support plan and include:

- Individual fixes (downloadable 'patches')
- New version releases
- Service pack releases

Customers without Software Assurance inclusive plans are not entitled to any new software updates or upgrades.

Options at a glance

Premium Technical Support

Provides software updates and upgrades, standard telephone support with a response time under two hours, and priority email support.

Standard Technical Support

Provides software updates and upgrades and email support with a 24-hour response time. This option does not include technical support via telephone.

Support plans can be upgraded to two, three or five year contracts to fully future proof your Equisys software.

Technical Information

For details of supported platforms and other system requirements, please visit: www.equisys.com/support

Support for the latest platforms

New operating systems are released regularly and you may have a policy to update your own systems. With a support plan you have access to the complete range of supported platforms, enabling you to migrate your software seamlessly.

Access to chargeable new releases

We are constantly developing our software products, defining new technical features to enhance and upgrade performance, improve usability, extend and enrich functionality, and to support Microsoft and other vendors' platform developments. A support plan gives you access to our new software releases.

Inclusive technical support

Technical support is included with both plans and is provided by our highly skilled Equisys support staff (either direct or via your reseller). Support plans provide an insurance policy for your system ensuring that it continues to provide maximum benefit to your business.

Lapsed support plans

We recommend that you keep your support plan current by renewing it before it expires. If you do not renew before the expiry date you will not be eligible to receive software updates or support. Customers that have allowed their plans to lapse will need to pay reinstatement fees in order to re-join the scheme and regain access to any updates or technical support.

Next steps

For further information about Equisys products and services, call Equisys sales, speak to your reseller, or visit www.equisys.com.

Customer testimonials

"I have to say yours is among the best support team I have dealt with in years. Your team's knowledge, response and friendliness are fantastic."

Lee Wrall, Digital Vision

"In my role as a service engineer and reseller, I talk to technical support from many software manufacturers, and it seems the bar has been raised in recent years. I congratulate Equisys for helping to set a new standard that makes owning and servicing technology so much more bearable and positive for my peers and clients."

Innovative, Inc.

"The support on this call was excellent in all respects. I was on customer site with a complex install problem, the assistance solved the problem and was timely and courteous."

John Chapman, Document Genetics

"I received my replacement software this morning. Fantastic! A company that actually does what it says it will do."

Thus Contact Centres, Glasgow, UK

Support Plan Comparison	Standard Technical Support	Premium Technical Support
Update notification services (seasonal newsletter)	●	●
Technical notes and knowledge base	●	●
Software Assurance (updates and version upgrades)	●	●
Email support*	●	●
Priority email support		●
Telephone support†		●
Open case review		●

* Email support in the UK is offered with a 24 hour response time

† Standard telephone support in the UK is offered with a two hour response time

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