

Software Support

Microlise Software support not only provides you with fixes for any software issues it also provides you with full operational support to help you through any downtime however caused.

Three levels of support response plan are available for Microlise Licensed Software.

- Gold
- Silver
- Standard

Each one of the above plans contains a sliding scale of guaranteed response based upon the severity of the problem reported and is available for any of the following hours of cover.

STANDARD	09:00 - 18:00 Monday to Friday
EXTENDED	06:00 - 22:00 Monday to Friday
24 HOUR (5 DAY)	24 hours per day 06:00 Monday to 06:00 Saturday
24 HOUR (7 DAY)	24 hours, 7 days per week
SATURDAY AM	06:00 - 14:00 Saturday

If you want to know more about available maintenance options please contact:

UK: Geoff Theobald

geoff.theobald@microlise.com

TEL: 01773 537000