

iGrafx® Support Agreement

Our Support Agreement is the ideal choice when you need professional help and assistance at the time when you need it most.

The requirement for uninterrupted availability and reliability of your business critical software, residing in modern and often complex infrastructures, can make great demands on your Support Services.

To meet these requirements as they relate to the iGrafx tool set; our Support Agreement offers you excellent value with our 'on-demand' technical premium support, ensuring that you are always able to utilise the full benefits of our software.

Key Features

- Providing help and assistance in the use of the iGrafx software and in troubleshooting operating difficulties
- 24-hours support/enquiries by email or web form, to answer your enquiries on purchased products (The addresses are: http://www.igrafx.com/salesforceform/eng/support_request.asp for the online form and support.de@igrafx.com for the email address.)
- Warranty for answering requests within two working days either by phone or e-mail. Observance of the deadline presupposes that the enquiry is made on a working day during usual business hours between 10:00 AM and 4:00 PM. For enquiries received after 4:00 PM on a working day or enquiries received on a Saturday, Sunday or National Holiday, the two-day deadline starts at 10:00 A.M. the next working day
- A Support Agreement is only available in conjunction with a current maintenance contract. Expiration of maintenance will also terminate the Support Agreement

Benefits

- Professional assistance provided by experienced and knowledgeable support staff
- Increased productivity resulting from reduced 'down-time' for users
- Cost effective solution to overall support costs
- Cost transparency due to fixed pricing
- Unlimited number of support requests for the selected contact persons
- Your own personal iGrafx support contact
- Free online 'out-of-hours' remote email and web support

Support Agreement

The iGrafx Support Agreement relates to all iGrafx licences used within an organisation. For additional benefit the customer can opt to pay monthly, quarterly, half-yearly or yearly.

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iGrafx is an integrated suite of software and services for process excellence.

