

Included in your regular maintenance fees

Standard Support is included as part of your regular maintenance fees. Infogix also provides higher-level support packages that will enhance your experience with Infogix Customer Support. Higher-level support packages include the following features, plus many more:

- Fifteen minute response time for production issues
- Patch notification
- Increased Infogix product upgrade support
- Infogix product training sessions included
- Assistance for non-Infogix related incidents
- Product mentoring available

Access to the Infogix Customer Support Website

A Web-ID login to our Infogix Customer Support Website is standard for all customers. Our Support Website contains a plethora of tools, documentation and recorded training sessions. All information on our Support Website is provided without additional charge, and can be used unlimitedly. The following list provides a small glimpse of the features available on our Support Website:

- Real-time case information
 - Dashboard of current and previous cases
- Status, priority and case notes all are provided for each case

- Free product tutorials for both ACR and Distributed product suites
- My Environment page to keep track of your server and product specifications
- Product patches and documentation
- Several tools provided free of charge
 - Infogix product version comparison (system requirements and features)
 - Submit a case form
 - Knowledge base

24/7 support for production issues

Infogix Customer Support provides 24 hour support for any issues that result in a production down situation. In addition, we have multiple team members available to work on higher priority issues, including several escalation points. As part of our support package, we offer increased support, quicker response times and faster escalations available for higher priority issues.

- In-house support team
- Several tiers of available support to increase resolution timeframe
- Multiple support resources available to work on cases
- Escalation points provided for higher case visibility
 - Customer advocate
 - System engineers
 - Development
 - Management

Optimize your data management and governance strategy with Infogix. Visit www.infogix.com or call +1.630.505.1800 (US, Canada, and International), +44 1242 674 137 (UK and Europe).



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