

**Fact Sheet**



**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.

**CONTACT INFO**

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Response Time	Standard	Gold	Platinum
<b>Support Hours</b>	<b>6am-10pm EST</b>	<b>24x7</b>	<b>24x7x365</b>
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
<b>Features</b>			
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	√
Scheduled Webex personnel training sessions per contract year	N/A	N/A	2
Scheduled Webex label design sessions per contract year	N/A	N/A	2
Support to generate temporary keys	N/A	N/A	√

**Eligibility requirements for Platinum support:**

- Loftware deployed or approved customer environment
- Architecture must contain a failover or backup system and documentation
- Customer architecture and business workflows must be documented
- Internal incident support and escalation procedures must be documented
- Loftware customer training required

**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

**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**