# InfoAktiv Maintenance and Support Services
Overview and Pricing

There are two parts to the InfoAktiv support offering:

1. Support and maintenance for the InfoAktiv software itself – 'InfoAktiv Software Support'.
2. Support for the system that the InfoAktiv software runs on and its integration within that system – 'System Support'.

The diagram below illustrates what falls into each category.
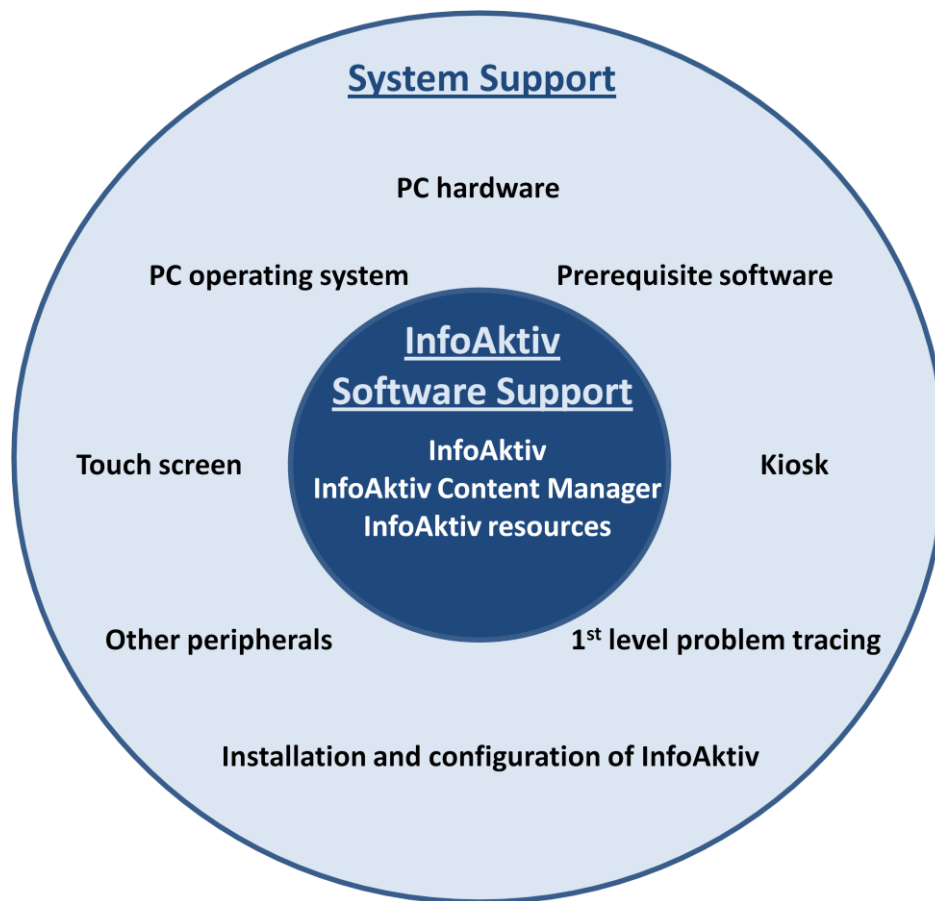
Software Support is included in the list price of the software in year 1 while System Support is optional (to allow for customers that want to install and manage their own InfoAktiv systems). Both elements are recommended but optional in subsequent years. Only InfoAktiv can support the InfoAktiv software itself, but customers can opt to provide their own system support or to source it from InfoAktiv or an InfoAktiv Premier Partner. Using a Premier Partner is recommended, as that provides an extra resource and another source of updates and creative ideas.

The Features and Benefits of Software and System Support

InfoAktiv Software Support

- Ensure smooth operation, have help available when you need it, and maximise your ROI.

Price: £500+VAT per year

Features

- Dial-in remote support – In the event of a problem, InfoAktiv technicians can access your system remotely. You need to ensure that you have a usable internet connection and that your security allows us to use remote access.
- Email helpdesk direct to InfoAkitv – prompt resolution of any issues and the most accurate answers to any queries. This also gives you an opportunity to influence future product developments.
- Free upgrades within versions (ie. Version 2.x to 2.y).
- Special offers on upgrades between versions (eg. Version 2.y to 3.0).
- Updates on new features, functions and resources to help you to make the most of InfoAktiv.

System Support

- A single point of contact to provide first-level maintenance support as well as expert advice and guidance. Ensures smooth operation, maximises your ROI and frees you up to do your 'day-job'. Useful if you don't have access to PC skills in-house.

Price: £500+VAT per year

Features

- Provides a single point of contact for any issue with your InfoAktiv system or the hardware and prerequisite software it is running on.
- First level fault tracing and identification.
- Handles liaison with vendors in the event of any issues.
- Coordination of multiple vendors' warranties and support.
- Telephone or face-to-face reviews to maximise your return on the InfoAktiv system.
- Other features may be available depending upon the Premier Partner providing this support.
- NB: Problems caused by user-error or user changes to PC settings are unlikely to be covered by this support.

To Find out More or Place an Order

Email. info@infoaktiv.com   www.infoaktiv.com

Tel. +44-(0)1730-320322   http://www.infoaktiv.com/Contact.aspx