

## THE IDEAL CHOICE FOR PROFESSIONAL ASSISTANCE

Our Superior Technical Support program is the ideal choice when you need professional help and assistance immediately. In our 24x7 world, the requirement for the uninterrupted availability of business critical software can place great demands on internal Support Services teams. To meet these requirements as they relate to the iGrafx tool set, our Superior Technical Support offers you 'on-demand' technical support for an excellent value, ensuring that you are always able to utilize the full benefits of your software.

### Key Features

- Applicable to any and all licenses across your enterprise
- Professional assistance provided by experienced and knowledgeable support staff
- Help and assistance in the use of the iGrafx software and in troubleshooting operating difficulties.
- Unlimited number of support requests for the selected contact persons
- Individual support by phone within usual business hours provided by your personal support contact.
- Free online 'out-of-hours' remote email and web support
- 24-hours support/inquiries by email or web form, to answer your inquiries on purchased products:
  - Online: <http://echo.igrafx.com>
  - Email: [Support@iGrafx.com](mailto:Support@iGrafx.com)
- Service Level Agreements\*\* (SLAs):
  - Level 1 Requests: 4 hours vs. 8 without STS
  - Level 2 Requests: 8 hours vs. 12 without STS
  - Level 3 Requests: 12 hours vs. 16 without STS
- Flexible Payment Options: Monthly, Quarterly, Half-Yearly and Yearly

### Key Benefits

- Cost effective solution to overall support costs
- Cost transparency due to fixed pricing
- Priority placement in the development escalation queues
- Phone calls, screen shares, and team sync meetings to solve issues faster
- Increased productivity resulting from expert guidance and reduced 'down-time' for users

### iGrafx Superior Technical Support provides:

- Improved access to our dedicated global team of Senior Support Engineers and Enterprise Managers
- Shorter SLA Response Times to submitted issues
- Faster triage to determine root causes
- Quicker Issue Resolutions
- Improved Satisfaction across your user base

### Eligibility:

The Superior Technical Support (STS) is available to customers with:

- A current maintenance contract\*
- A Named Customer Contact
- Timely Responses to iGrafx Support Requests

### Start your free trial today!

Simply e-mail or call, we'll do the rest

Tel: +1(503) 404-6050

Mail: [info@igrafx.com](mailto:info@igrafx.com)

\*Expiration of your maintenance also terminates the STS.

\*\*SLA assumes inquiries on a working day during standard business hours -- 6AM to 4PM US Pacific Time (UTC-8 & UTC-7 DST). Inquiries received after 4:00 PM PST on a working day or inquiries received on a Saturday, Sunday or National Holiday, will have their SLA begin on 6:00AM PST the next working day.

## Looking for a Jump Start with iGrafx?

Leverage our expertise for a higher ROI. Our training and consulting services can help you apply the power of iGrafx even faster. For more information, please visit [iGrafx.com/services](http://iGrafx.com/services).

iGrafx works with the Global 2000 with a focus on large, complex challenges, high degree of regulatory requirements, and the need for continuous business improvement.

## iGrafx

iGrafx, LLC  
7585 SW Mohawk St.  
Tualatin, OR 97062  
United States

Phone: +1 (503) 404-6050  
[info@igrafx.com](mailto:info@igrafx.com)  
[www.iGrafx.com](http://www.iGrafx.com)

## iGrafx EMEA

iGrafx GmbH  
Dr.-Johann-Heitzer-Str. 2  
85757 Karlsfeld - Munich  
Germany

Tel: +49.8131.3175.0  
[info.de@igrafx.com](mailto:info.de@igrafx.com)  
[www.iGrafx.de](http://www.iGrafx.de)