

Why Do You Need A Support Contract?

Whether it's a simple software maintenance plan or the most extensive SLA (Service Level Agreement) our range of support packages are designed to provide peace of mind for all our customers no matter which level they choose. Because our products are primarily software based, most of our support can be performed remotely i.e. we rarely need to visit your offices or installations, but our team of experienced engineers are always on hand should the need arise.



The most flexible digital signage and kiosk software products and services in the world need to offer equally flexible levels of support. We provide support contracts for our customers all over the world ranging from a straight forward, software upgrade protection and pre-paid 'pay-as-you-go' to our comprehensive Platinum level contract.

If you are a new Acquire customer then please contact us at <http://www.acquiredigital.com/ContactUs> Existing customers should contact their account manager or login to the members' area of the Acquire website <http://www.acquiredigital.com/MembersArea>.

What Are The Benefits?

When you sign up for an Acquire support contract the obvious benefit is peace of mind. You do not have to worry whether your digital signs are playing your content, or that your unattended kiosks are working because we are monitoring them for you. Other benefits include:-

- **Software upgrade protection** – If you already have your own in-house support team then you might only need our upgrade protection cover. This ensures that you automatically receive all minor and major software upgrades, as well as feature enhancements, for the length of the contract. And, when you consider that we are adding several new features every month, this provides a considerable saving.

- **Knowledgebase** – Here we provide access to a wealth of information aimed at helping you get the most out of your Acquire software. You can quickly find tips and tricks and answers to the more common issues facing users new to Acquire.
- **Forum** – This is an online discussion service where you can interact with your fellow Acquire users as well as our own experienced technicians, in order to discover new ways to leverage the many features of Acquire.
- **Training Materials** – Whether you want to train your in-house support or sales people, or help your own customers, we have a vast collection of manuals, fact-sheets and presentations to help you.
- **Free Templates and Content** – We understand that when you start creating your first Acquire project it can be quite a daunting prospect if you do not have your own content developers. So we provide you with a resource of predefined templates and professionally created content to set you on your way. And, do not forget that our own team of programmers and designers are always on hand to help.

What Are The Options?

	Free	Prepay	Upgrade Protection	Bronze	Silver	Gold	Platinum
Member Area <i>Access to Knowledgebase, Download area, Forum, training content and sample content.</i>	✓	✓	✓	✓	✓	✓	✓
Email Support <i>with up to 48 hour response time</i>	✓			✓	✓	✓	✓
Email Support <i>With guaranteed response time</i>		✓		✓	✓	✓	✓
Telephone Support <i>Telephone number within UK 9AM-5PM times* Call for training, operational questions or faults / issues</i>		✓		✓	✓	✓	✓
Local Telephone Support <i>Country specific Telephone number with longer operating hours** Call for training, operational questions or faults / issues</i>						✓	✓
One-off payment <i>Use as required and pay no monthly fees***</i>		✓					
Regular Response <i>4 hour response, 8 hour Fix****</i>		✓		✓	✓		
Priority Response <i>2 Hour response, 4 Hour Fix****</i>						✓	✓
Weekend / Out of Hours Support <i>Calls answered and auctioned outside of normal working hours**</i>							✓
Proactive Monitoring <i>Daily healthcheck of players and resolution if necessary</i>					✓	✓	✓
Ticket Tracking <i>All faults raised are logged, emailed to agreed parties and available for viewing through our ticketing system</i>		✓		✓	✓	✓	✓
Proactive Resolution <i>The fault will be fixed for you if remote access is available to our staff. Otherwise a description of how to resolve the issue / fault will be provided.</i>					✓	✓	✓
3rd Party Liaison <i>If the fault lies elsewhere, we will contact your providers with details of the fault on your behalf.</i>						✓	✓
Upgrade Protection <i>Download link, New releases & Updates included for a year.</i>	20% of licence cost	*****	✓	15% of licence cost	10% of licence cost	✓	✓

* **Normal working hours only** - Excludes Weekends and Bank Holidays.

** **Working Hours** are typically 9AM-5PM for the client's country time zone but may vary depending upon time zone (e.g. USA is from 9AM-5PM Central) - Longer hours available upon request.

*** **Pre-payment option** requires cleared payment in advance of Support Credits. Each credit is equivalent of up to 15 minutes of time on a call or identifying/fixing an issue.

**** **All calls are answered/responded to** within this time and usually quicker. Fix relates to the time at which a resolution is applied and may be longer if action or information is required from yourselves or a third party

***** **Unused Support Credits** can be used to exchange for an upgrade depending upon a sliding scale of how old the last upgrade is (contact us for details).