



Customer Support Maintenance Support Program

InsightSoftware.com offers world class customer support through our offices in North America, Europe, and Australia. Our maintenance support program includes the following services.

- ▶ **Web Case Management:** We provide issue and enhancement logging capabilities through our web site. Logged cases are handled by our customer services team and resolved in line with our published service level policies which can be found on our website
- ▶ **Telephone Support:** We provide either regional or 24/5 support programs, depending upon the subscribed level of service required. Our experienced customer support staff can help with issues surrounding inquiry creation, configuration, installations and upgrades
- ▶ **Customer Support Portal:** Our Customer Support portal provides 24/7 online access to log and manage cases, product downloads, documentation, solutions, frequently asked questions and recorded support webinars
- ▶ **Webinar Training:** A series of complementary monthly webinars provide free training and information on specific aspects of the Insight® product. These range from a general overview for new users, in-depth examination of certain features such as building hierarchies and formatting as well as best practices for using the tool
- ▶ **Software Updates:** We continually expand the features of our product. All software updates to the smart sets purchased are included. Major releases, minor releases or service pack updates are provided periodically. Generally, we provide one major release per year, one minor release per year and service pack updates as needed. Major and minor releases may include new smart sets and enhancements
- ▶ **Documentation:** To coincide with the release schedule, we provide extensive documentation updates with each major software release and comprehensive release notes with minor and service pack releases. Our documentation is extremely comprehensive for both the end user and IT administrator
- ▶ **General Communication:** We provide periodic newsletters and other general communications to support our clients

