



Support Policy

Advantzware invests significantly in the development of the Advantzware product including development, infrastructure, and technology to deliver the best level of service for our customers. As such, the license and support fees are required to have access to these services.

Hours:

8am to 5pm - Monday – Friday, excluding company Holidays

Contact:

Customer Portal Link:

<https://desk.zoho.com/portal/advantzware/kb/customer-service>

Email: help@advantzware.com

Phone: (215) 369-7800

Support maintenance entitles you to the following:

- Advantzware software license
- Upgrades: New upgrades are included in your maintenance for self-service installation using the Upgrade Guide. (Note: Upgrades can be performed by Advantzware as a billable service.)
- Documentation
- Customer Support

Software Version Note:

Support services entitle the customer to engage support on questions or problems regarding the use of the licensed software within the scope of the standard system during our standard support hours. If you are not on the current version, you may be required to upgrade to the current version before any assistance from Support.

Exclusions:

Your software maintenance agreement does NOT include training time or complex workflow discussions. All requests submitted to support that have been deemed to be outside the scope of support will receive a notice of such, and the request will be forwarded to Professional Services.

Third-Party Software:

Advantzware utilizes many third-party apps (Microsoft Office, TeamViewer, RingCentral) in order to effectively run, support, and troubleshoot our software. However, Advantzware is NOT responsible for the support of any third-party software.

Past Due Customers:

Customers that are past due on their support bills (over 30 days past due) cannot be serviced until they are up to date on their license and support payments.