

# FileDirector® Software Assurance

FileDirector Software Assurance is a support package designed to offer you an extensive post-sale technical service as a valued customer.



## Software Updates

Continual feedback from customers and FileDirector authorised resellers ensure that clients receive maximum benefits.

Periodic new releases help to stay ahead of problems and undergo continual Software enhancement.

## Latest Information

Stay informed of developments with reliable information direct from your FileDirector authorised reseller and the manufacturer.

Technical bulletins, newsletters, frequently asked questions that keep the information flowing to users and administrators at the forefront of their document management solution.

## Assurance

Maximum benefits, minimum risk extensive support plans to protect your investments while meeting your technical needs.

A Software Assurance plan offers financial security for your business should the unthinkable happen.

Modern businesses facing greater pressure from economic climate and ever decreasing timescales sometimes the smallest of things can be overlooked.

Fail to plan, plan to fail.

With a FileDirector Silver Software Assurance Plan you get support and maintenance when you need it.

## Silver Assurance



### Inclusions

- FileDirector core software and modules.
- FileDirector software updates.

### Exclusions

- User training and/or undertaking administrative tasks.
- Removal of Virus's from customer's networks and/or the repair of subsequent damage caused by any virus or other disabling device.
- The evaluation, recovery and repair of database folders and their associated data.
- Call-outs which are the result of problems arising from changes you have made, administrative issues (including loss of data) or assistance with issues which are dealt with during training.
- Replacement of lost, stolen or damaged FILEDIRECTOR licensing dongles.
- Replacement of lost, stolen or damaged licensing.

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### Software Support

Through your FileDirector authorized reseller.

- ◆ Software Releases.
- ◆ Software Updates.
- ◆ Technical Bulletins

### Website Access

- ◆ Newsletters subscription, keep up-to-date with new products and enhancements.
- ◆ Public Knowledgebase.

### Hotline Support

Through your FileDirector authorized reseller.

- ◆ 9:00 to 17:00 Monday through Friday.

### Web Based Support Matrix

Through your FileDirector authorized reseller.

- ◆ Incident logging.
- ◆ Support knowledgebase.

### Response Time (business hours)

Spielberg will respond on any critical software issue reported to us, by your FileDirector authorized reseller within 4 working hours.

A critical issue is defined as a system being down and non-operational.