

# Technical Support



## Always here to help.

Aegis delivers award winning support by directly employing knowledgeable professionals across three continents and five languages that are backed by the latest in customer relationship systems and infrastructure.

### Unlimited Technical Support

Aegis' Service Maintenance Contracts grant customers the ability to make unlimited technical support calls to our regional technical support centers staffed with direct Aegis employees. We pride ourselves on rapid response times, aiming to provide direct access to our qualified support techs without a wait time. For less urgent issues, we offer an email queue for electronic submission.

### Software Upgrades

Aegis has held to a long-standing policy of not charging customers for new versions of our software. We provide hotfix patches, minor releases, and even major platform releases to our customers as part of their annual service maintenance contract. By maintaining a single code base, we allow all of our customers to benefit from product evolution in the form of new features and functions regularly added to the software.

### Automated Case Tracking and Notifications

All customer issues and activities are logged in the Aegis' CRM system. The CRM system allows us to deliver automated email notifications as cases proceed through our support processes and as patches are made available for download. CRM also allows Aegis to monitor trends regarding product quality and support performance to ensure that we are providing the best possible service to our customers.

### Online Support Gateway

Customers maintaining a valid service contract receive logons to the Aegis Support Gateway. The Support Gateway is a dedicated portal on our corporate website giving customers access to the following:

- Software Downloads and Release Notes
- Software Training Video Library



# Technical Support

- Technical Document Library
- User Forum
- Customer Support Case Status
- Training Logs for Certified Users
- Recordings of Recent Webinars
- Knowledge Base (Coming June 2016)

## Annual Service Maintenance Contracts

Subscription Benefits	Standard Subscription	Enterprise Subscription	Assurance Subscription
<b>Product Upgrades</b>			
New Software Versions and Hotfix Releases	●	●	●
<b>Customer Support</b>			
eSupport - unlimited support via email	24-Hr response	24-Hr response	24-Hr response
Telephone Support from Call Center	8am–7pm EST	8am–7pm EST	8am–7pm EST
Multi-Site Telephone Support	○	●	○
<b>On-Line Support Gateway</b>			
Software Downloads with Release Notes	●	●	●
Online Training Videos	●	●	●
View of Open Support Case Tickets	●	●	●
User Forum	●	●	●
Monthly Webinars	●	●	●
<b>Deployment Assurance</b>			
Annual 2 Day Audit Visit & Report	○	○	●
Monthly Post-Deployment Status Calls	○	○	●
Aegis-Led Remote Software Upgrade	○	○	One per year
<b>Training Services</b>			
Seat in Scheduled Aegis HQ Training Session	○	At 50% discount	2 seats per session

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