DATAWATCH

Datawatch Software Maintenance Plan Benefits

The Datawatch Software Maintenance Plan offers several key components which are designed to help you resolve your support issues, while maximizing your investment. Your Maintenance Plan entitles you to technical support assistance, upgrades, updates and assistance with activating and deactivating a license. It also includes transferring licenses from one computer to another, and assisting with installing and uninstalling licenses.

PHONE & EMAIL SUPPORT

The Datawatch Customer Support team is staffed by Datawatch solution experts located in support centers around the world. Our Support Engineers are familiar with the common challenges organizations face when deploying Datawatch products, and are able to quickly diagnose and resolve any product-related issues that you are facing. Technical support includes unlimited phone and email access to your local support team during standard business hours.

CUSTOMER PORTAL

Maintenance Plan customers benefit from free, unlimited access to the Datawatch Customer Support Portal. This portal is often the most efficient way to get answers to your common questions as it provides a comprehensive knowledge base containing answers to many common product questions, access to product downloads, latest news and support topics. The site also allows you to submit and track support tickets.

PRODUCT UPDATES

Maintenance Plan customers are automatically provided access to the latest product releases via the Datawatch Support Portal. This includes major software releases, as well as service releases for key software updates or fixes. As a registered Datawatch Support Portal user you can easily download and install updates to all your Datawatch products at no additional charge.

SOFTWARE SUPPORT

Datawatch will support the current major version of the software and one major version back for customers that are on current software maintenance and support agreement.

Support consists of the following.

- Response to questions about using product features
- Operational questions
- Guidance on installing new updates and patches
- Guidance does not mean helping with an installation or upgrade
- Datawatch strongly suggests that Datawatch Professional Services handle all upgrades and patches
- Investigation into operational failures and/or issues

FOR MORE INFORMATION ABOUT SUPPORT: Please visit http://www.datawatch.com/support

FOR INFORMATION ABOUT TRAINING: Please visit http://www.datawatch.com/resource-center/datawatch-training/