



DATASHEET

Support and Maintenance for Alchemy

Maximize the Value of Your Alchemy Systems with Captaris Support and Maintenance

THE CAPTARIS APPROACH TO SUPPORT AND MAINTENANCE

Captaris believes a support and maintenance offering is only as good as the people who stand behind it. The Captaris worldwide technical support and maintenance organization consists of a dedicated team of more than 75 technical professionals, surrounded by advanced processes and technology to ensure customers enjoy a prompt, accurate response to any technical issues with their Captaris systems. Captaris prides itself in resolving over 85 percent of all incidents on the first contact with technical support; with most telephone requests for support taking under 30 minutes.

With Support Centers located in Tucson, Denver, Portland, Calgary, Sydney and Amsterdam, Captaris Support is available when and where users need it. All support centers are staffed by Captaris support engineers who are fully trained and certified in Captaris products. In addition, the majority of support engineers hold additional certifications from Microsoft, IBM Lotus and other software vendors that integrate with Captaris products. Complementing the staff of technical support engineers is a comprehensive searchable KnowledgeBase with answers for many common product situations.

To ensure that support requests are routed and escalated properly and quickly, Captaris structures support operations with a team dedicated to managing incidents through technical support. In addition to routing support requests to the engineer best able to resolve the problem, the support operations team manages escalations to senior engineers at pre-determined points in the incident and provides follow through and closure of support incidents. This certifies all support requests are dispatched and responses are routed back to customers in a timely manner.

Equally important is the Captaris commitment to software maintenance. Through a team of software engineers dedicated to maintenance, Captaris is committed to regular releases of service packs and new versions of its products. Customers receive notification of the availability of these new maintenance offerings; they may then download or request the version or service pack via mail. With Captaris maintenance, users can depend on maintaining the value of their Captaris systems through a regular and ongoing series of improvements and enhancements that match business needs.

SUPPORT OFFERINGS

24X7 Premium Support

For customers with mission critical systems and applications that cannot tolerate downtime, the Captaris 24X7 Premium Support Plan provides access to Captaris Technical Support on a 24X7, 365 days per year basis. Customers may access the Captaris KnowledgeBase and submit unlimited support requests via telephone, email and the Web portal anytime of the day or night. As with all Alchemy Support Plans, full system maintenance—including full version upgrades—is included in this plan.

Premium Support

The Captaris Premium Support Plan provides customers with access to Captaris technical support on a business hours basis. Customers receive unlimited 24X7 access to the Captaris KnowledgeBase and may submit unlimited support requests via telephone, email and Web from 5 a.m.–5 p.m. PST, Monday through Friday. As with all Alchemy Support Plans, full system maintenance—including full version upgrades—is included in this plan.

Standard Support

For customers with smaller Alchemy systems, the Standard Support Plan provides email and Web access to Captaris technical support on a business hours basis. Included in this plan is 24X7 access to the Captaris KnowledgeBase and full system maintenance, including full version upgrades. This plan is restricted to customers with Alchemy Gold systems.

Enterprise Support

For customers with complex and critical configurations who require maximum access to Captaris technical support, the Enterprise Support Plan provides access to a Captaris Technical Account Manager (TAM) as the direct focal point for all support requests. The TAM is a dedicated senior level technical support engineer with access to the complete range of support resources including Captaris software development engineers, Captaris solutions consultants and Captaris quality assurance engineers. Customers access TAMs directly on a 24X7 basis, with TAMs taking the leadership role in resolving all customer issues related to the Captaris system. Please see the Captaris Enterprise Support datasheet for more information on Captaris Enterprise offerings.

ADDITIONAL INFORMATION

All Captaris Support and Maintenance Plans are available in one-, three- and five-year durations. Contact your authorized Captaris reseller or Captaris sales representative to obtain pricing information and to order your Captaris Support or Maintenance Plan.

FOR MORE INFORMATION

Captaris Business Information Delivery solutions help organizations of all sizes automate the information and document flow throughout the information lifecycle (capture, process, deliver, manage and archive). With a comprehensive suite of software and services, Captaris helps organizations to grow revenues and increase profits while meeting compliance goals. Through a global distribution network of leading enterprise technology partners, Captaris has installed more than 90,000 systems in 95 countries in companies of all sizes, including the entire Fortune 100. For more information, visit www.captaris.com or call 1.800.443.0806.

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