



# SherWare Support Policy


SherWare has a reputation for providing the best Technical Support available. Our friendly staff is ready to you help resolve any questions or issues that you have.


## Defining Support

A support contract must be maintained for any software license that has been purchased in order to access software updates and request support.

 **New Customer Orientation:**  
Upon purchase of the software a support representative will complete a series of consulting sessions with one person from your company. The sessions will walk through the Getting Started Guide which will cover installation, setup, and your first distribution. The length of these sessions varies between the software being used and the features used by the client. They will be a maximum of five sessions that are up to an hour long.

 **Software Updates:**  
All software updates released are provided to customers that are current on support. This includes patches for software enhancements and/or bug fixes. You will be prompted for any available updates when the software is opened.

 **Technical Support:**  
Assistance with any questions related to the setup and use of the software. This includes advice on setup, distribution, reporting, and troubleshooting. Support is intended to provide guidance so you can better understand or resolve an issue. Support is available through phone, e-mail, and live chat support contingent on the support plan that you have purchased.

 **Resources:**  
*Sherware.com:*  
A unique logon is assigned that provides access to the help file, a knowledge base, software updates, video tutorials, support policy, and more.

### *Getting Started Guide:*

A PDF guide that provides an overview of the installation, setup, and processing within the software. It will walk you through the software setup and provide a list of steps to complete for each distribution. This guide is available on our website.

### *Video Tutorials:*

A variety of videos available on our website on common areas of the software.

### *Help File:*

A detailed database that includes all of the information that would typically be in a User Manual. Explanations are provided for every window within the software as well as various topical areas. This can be accessed from within the software and from our website.

**Support Does Not Include:****Training:**

Support is not an open-ended training session. If training is needed on a certain area of the software a training session should be scheduled.

**Basic Computer Skills:**

It is assumed that the user of the software has basic computer skills. Support does not include explaining basic skills like copy/paste, downloading files, storing backups, printer setup, or network permissions.

**Backup Storage:**

Any backups sent to SherWare support for technical assistance will be destroyed once the issue is resolved. The support feature of sending a backup to SherWare Support is not intended for the security of backup purposes. This feature strips out some sensitive information from the file that is sent. SherWare offers a backup storage option for those that do want us to manage their backups.

**Auditing:**

If a situation requires that something needs to be audited, support will give you guidance on how to audit, but will not complete the audit for you.

## Levels of Support

**Platinum (enhanced)**

An enhanced level of support that provides phone, e-mail, and live chat support as well as software updates, new customer orientation, and all resources available on our website. Support requests will be moved to the front of the line to ensure the fastest possible response.

*Suggested for: Users that either want to ensure the fastest possible response time, need extra assistance with basic computer skills, or just thank us for providing excellent service.*

**Gold (standard)**

Our Standard level of support that provides phone and email support, software updates, new customer orientation, and all resources available on our website. Support requests will typically be responded to within 2 hours.

*Suggested for: All users.*

**Silver (reduced)**

Our reduced level of support that provides email support, software updates, new customer orientation, and all resources available on our website. This does NOT include phone support. If a phone message is left we will respond by email to the main contact for your company. This will also increase the expected response time from two to 24 hours.

*Suggested for: Veteran users that rarely need technical support and those that are only interested in software updates.*

**Per-Incident (expired)**

Any SherWare user that is not current on support will be billed on a per incident basis. The charge will be an hourly fee with a half hour minimum. The current per-incident rate is \$125/hour. Software updates will not be available and the website login will be disabled. Support requests will be moved back behind other requests and answered last.

*Suggested for: This level of support is not recommended. It is designed for companies that are expecting to sell or close in the near future. This may immediately seem like a cheaper option in the short term, but a reinstatement fee will be required to be reinstated to support which diminishes most of the savings. Keep in*



*mind that if support is not renewed for three years, then your version will no longer be supported and the software will need to be purchased again.*

**Monthly (Automatic)**

Support can be purchased on a monthly basis. This is designed for users that do not want a large invoice once a year. The monthly support option is only offered at the Gold Level. Your credit card will be automatically billed each month.

## Support Availability

Support is available weekdays from 9AM to 5PM Eastern.

Phone: (330) 262-0200

Fax: (866) 338-1254

E-mail: [support@sherware.com](mailto:support@sherware.com)

## SherWare Holiday Schedule

Support will be closed on the following holidays:

New Year's Day  
Good Friday  
Memorial Day  
Independence Day  
Labor Day

Thanksgiving Day  
Thanksgiving Friday  
Christmas Eve  
Christmas Day  
New Year's Eve (office closes at noon)

## Support Renewal

**Multi-Year Discount:** A discount is provided when support is renewed for multiple years at a time. This is based on the current support price and allows for a ten percent discount if renewed for two years or fifteen percent discount if renewed for three years.

**Late Fee:** A late fee of five percent will be charged if your support subscription is renewed after the due date. The renewed support will expire one year from your last due date which is when the support expired.

**Re-instatement Fee:**

A reinstatement fee will be charged in addition to the normal support cost for all support subscriptions that have expired. The fee is 50 percent of the current support subscription cost multiplied by the number of years that your subscription has been inactive. Your re-instated support will expire one year from the date that the support is reinstated.

**Maximum Re-instatement:**

If support is not renewed for three years, then your version will no longer be supported and a software upgrade will need to be purchased. The upgrade fee is 50% of the current software cost. In addition, the reinstatement fee of 50% of the current support subscription for the number of years support has been delinquent will be required.

## Other

### **Abuse Policy:**

SherWare, Inc. reserves the right to limit the length of each telephone call, the number of incidents per call, and the number of support requests responded to on a daily or weekly basis in order to prevent abuse of the support service. Initiative and common sense on the part of the user is assumed in all support cases, and support should be used only if all other Online Support Library resources are exhausted and a reasonable solution has not been found.

Abusing SherWare's Support Center, profanity, personal attacks and/or threats to SherWare, Inc. support personnel via e-mail, telephone or fax will not be tolerated and can subject you to having your support subscription terminated without refund.

### **Un-supported Software Versions:**

Any versions of software that are three years old or older are not supported.

### **Transfer of Software License and Support Subscription:**

The software license and support subscription are NON-TRANSFERRABLE. If you sell your company, the new entity will need to purchase their own software license in order to continue to use the software.

### **Multiple Office Locations:**

A separate support contract must be obtained for each software package that was purchased. Since the software license only covers one office location, each location that has installed the software must purchase the software and maintain support for each license.

If the software is accessed across the internet than an administrator must be assigned as the support contact. Only the assigned administrator will be able to request technical support. This includes any situation where a remote desktop connection is made and any situation where the software is installed on a virtual server or workstation.

## Support Tips

### Be prepared:

You will need to be able to communicate the question or issue that you have. Sometimes this is easy, and sometimes it is not. Here are a few things you can provide to help clarify your issue.

- 1) What window/report are you looking at?
- 2) What options were selected?
- 3) What are you seeing?
- 4) What are you expecting to see?
- 5) What are you looking at that is causing you to think you should see something different?
- 6) What version are you using? Provide both the version and date listed under Help/Version Information.

### Calling Support:

We will always answer the phone unless we are already working with someone else. Leave a message if the phone is not answered. Phone messages and emails are responded to in the order we receive them.

Repeatedly calling multiple times will not result in a quicker answer because we would have answered the first time if we could. If this is in response to a previous call or an email that was sent then be sure to reference that.

### Emailing support:

We will respond to all emails that we receive. We attempt to answer all emails within 2 hours as long as the sender has a Gold or Platinum support level. Response time can be longer during busier times of the year. Feel free to send a follow up if you have not received a response within two hours. If you still don't receive a response after four hours then call the support line and let them know. The problem may be that your email's settings are blocking or filtering our messages.

### Training vs. Support:

In addition to support, we do offer training as a resource for you to have a more in depth discussion on any area of the software or to help you resolve special situations that may be unique to your company. Typically support will provide any guidance that is needed. However, some find it hard to determine at what point a request is covered by support and at what point it is necessary to schedule a training session. If you just have a few questions then that is covered by support. If you have a long list of questions that will require a more in depth explanation then you should probably schedule training. If you aren't sure then the best option is to email your list of questions to support and ask if a training session is necessary. If a training session is scheduled and it takes less than thirty minutes then it will typically not be billed as it is then likely something that we would consider a support request.