

Ipswitch Service Agreements

The key to maximum value and support for your Ipswitch product.

With “follow-the-sun” global support, a service agreement provides you with the right support at the right time.

BENEFITS OF AN ACTIVE SERVICE AGREEMENT

- › Full access to “The Ipswitch Community”
- › Access to online help and the Ipswitch Knowledge Base to get quick answers when you need them
- › Access to Ipswitch’s solution-minded support engineers for more complex problems and questions
- › Assurances so you know when to expect a response, update, and resolution to your case via published service level agreements
- › Product updates and priority access to bug fixes
- › VIP invitations to virtual and local user group activities
- › Invitations to participate in product beta programs

We include a one, two, or three-year active service agreement with the purchase of most of our licensed products to ensure your success. We offer an Annual Renewal Program to ensure customers have uninterrupted access to support and are always on the latest software versions.

Technical support is available to all Ipswitch product owners who are within warranty (e.g., 30 days from the date of purchase) or have an active service agreement. Service agreements are designed to help you optimize the installation and configuration of your software, resolve the occasional technical issue you may experience, and maximize the effectiveness of your Ipswitch products.

With “follow-the-sun” global support, a service agreement provides you with the right support at the right time. In addition to our support centers in North America, we have a full service center in Galway, Ireland that handles partner and customer interactions and inquiries in French, German, Spanish, Dutch, and English.

PRODUCT UPDATES

Our product roadmap is customer-driven and we strive to release one major version and one minor update every year. Our product managers and technical support team are all actively engaged with, and listen to, The Ipswitch Community and the voice of our customers. We incorporate their feature requests into major releases and requested enhancements and bug fixes into minor releases.

With an active service agreement, customers get priority access to all product updates, with upgrades being free.

USER GROUP MEETINGS

We sponsor a number of virtual and on-site user activities every year with the objective to demonstrate products, share product information, interact with customers, and collect customer feedback on existing and new products. As a customer with an active service agreement, you will receive VIP invitations to these events.

BETA PROGRAMS

Only customers with active service agreements are invited to participate in Ipswitch beta programs. Beta programs provide early, hands-on access to the next generation of software and the opportunity to discuss issues, ask questions, interact with Ipswitch product managers and developers, and help shape the direction of our products.

“I deal with a lot of different vendors in my work, and Ipswitch is one of the few that provides the best level of service.”

Tennessee Department of Safety

To get support, renew your service agreement, register for training, or hire a technical consultant, visit www.ipswitch.com/support.

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