



ThinPrint Professional Support and Consulting Services

Information for Customers

– For all regions except North America –

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This white paper is for all regions except North America. Special white papers are available for North America and for the German or French speaking countries.

Introduction

Professional environments need professional support

As a leading worldwide provider of software solutions for optimizing transmission of print data and contents within server-based, virtual and mobile environments, we offer efficient solutions to our customers for a variety of network environments and application scenarios. The employment of efficient software is important, however, it is not the only factor to consider within functional, application-orientated and modern network infrastructures. Professional environments require professional support. As such, we also offer practical and customized support services to our partners and customers.

This white paper will provide you with an extensive overview of our services. Herein you will find comprehensive information regarding

- Free-of-charge support services
- Update&Support Service
- Project Support Contracts
- Consulting Service

Overview of support and consulting services

Support/consulting services	Service/price/conditions	For whom?
Manuals (German/English)	Free of charge download	all
Various white papers (German/English)	Free of charge download	all
Community: http://forum.thinprint.com/cs/	free, available anytime. <ul style="list-style-type: none"> • Read existing community entries • New community inquiries: Responses from .print users and/or ThinPrint Support 	all
Update & Support Services 9am–5pm CET ¹ Response time: 16 business hours	<ul style="list-style-type: none"> • 15% of the list price with license purchase. Thereafter, 25-30% of the list price for a term of 12 months. • Response by phone or e-mail • Update service 	Customers
Project Support Contracts		
<ul style="list-style-type: none"> • <i>Standard</i> 9am–5pm CET¹ Response time: 8 business hours 	<ul style="list-style-type: none"> • 2.200 €/year + 10 % ThinPrint's license fees per year • Response by phone or e-mail • Complex inquiries possible 	Customers
<ul style="list-style-type: none"> • <i>Premium</i> 24 hours, 7 days a week, 0–24 h Response time: within 8 hours 	<ul style="list-style-type: none"> • 5.500 €/year + 15 % ThinPrint's license fees per year • Direct dial to Support • Complex inquiries possible 	Customers

1) Business hours: Weekdays from 9 am-5 pm Berlin local time. Closed for national and regional holidays and on December 24 and 31.

Consulting	Conditions	
Consulting Service	Our daily rate is 1,200 Euro and can only be ordered via Partners	Via Partners only

Support services

Free-of-charge support services

We offer extensive possibilities in electronic form to help you with selecting, licensing and employing as well as optimally using ThinPrint .print. Our team of experts prepare this information free of charge for prospective customers and post it on our website.

- Target groups:
all interested parties
- Service time: 24/7
- free download

Manuals

ThinPrint's manuals provide you with both basic and in-depth information. It is geared towards all .print administrators, thus you will receive an overview for using ThinPrint .print in various computing environments including various application scenarios. Moreover, both installing and configuring all .print components are described in detail. For each .print Client, there is a separate manual describing the functionality and configuration options available to users.

- Target groups:
all interested parties
- Service time: 24/7
- free download

White papers

Additionally, ThinPrint's manuals offer you supplementary information via white papers. These are designed for various target groups: One white paper group is a topic overview, another provides further detailed information about special topics and a final group contains sample configurations for test installations. Everyone – whether you are a decision-maker or a technician – can find in-depth information about ThinPrint .print.

An overview of white papers presently available on ThinPrint's website:

Overview character:

- .print Engine feature comparison
- .print Clients and supported features

General:

- ThinPrint licensing
- Tips for configuring ThinPrint .print
- ThinPrint .print addressing
- ThinPrint ports

Practic:

- .print AutoConnect and .print Virtual Channel Gateway
- Microsoft Cluster Services and ThinPrint .print
- Creating SSL/TLS certificates for printing with ThinPrint .print
- Adaption of ThinPrint Output Gateway options
- Unattended installation and licensing of .print server components
- Preconfiguration and unattended installation of .print Client Windows
- Web installation of .print Client Windows
- Windows machine as a .print Client Gateway
- SEH TPG60/120 as a .print Client Gateway
- SEH ISD200/300 as a .print Client Gateway
- Interimate IAPS ThinPrint as a .print Client Gateway

- Intermate 10x as a .print Client Gateway
- SAP and ThinPrint .print

- Target groups:
all interested parties
- Free, always available
- Response time for inquiries: varies

Community

The community on our website offers you the possibility of either finding answers to technical questions or else posting a question yourself. The forum is visited by many .print users and is maintained by our support team. Here, .print administrators share their knowledge worldwide. You may also choose to be informed by e-mail as soon as an answer to your question has been received, otherwise you may sort all entries by topic.

Get competent answers at our community easily and free of charge by visiting: forum.thinprint.com.

Support fees

In addition to our proven free-of-charge support services, we also offer extended services for a fee. ThinPrint's support team will gladly stand by you, whether this involves explaining technical questions and/or solving possible problems with our software – both on an individual inquiry basis or as part of a term contract. In order to maintain our primary focus on customer satisfaction, we offer a suitable and customized approach to meeting your individual and varying support needs. The following support possibilities are available to you for a fee:

- Update&Support Services
- Project Support Contracts

- Type of contract:
Update &Support Service
Standard term: 1 year
- Target group:
End customers with smaller .print projects
- Business hours:
Mon.- Fri. 9 am-5 pm CET
- Response time:
16 business hours
- Inquiries per:
www.thinprint.com
support@thinprint.com
+49-30-394 931-97

License including Update &Support Service

The fastest and simplest way to receive customer support is when you purchase this directly together with the licenses. ThinPrint customers can purchase 12-month **Support Service** together with a license for a .print product or when renewing the **Update Service**¹.

The support is available with license purchase for a 15% of the list price. In the following year, the Update &Support-Service is available for 12 months for 25-30% of the list price depending on the item.

■ What does the *Update&Support Service* include?

- Technical inquiries to support@thinprint.com
- Technical assistance from the ThinPrint Support Team during business hours² from 9 am to 5 pm.

Response time is a maximum of 16 business hours. As a rule, immediate technical support is provided by e-mail or phone, in which the type of communication used for the answer, depending on the support inquiry, is made solely by the ThinPrint Support Team.

¹ The Update Service includes free software updates during the contract period.

² Business hours: Weekdays from 9 am-5 pm Berlin local time (CET). Closed for national and regional holidays and on December 24 and 31.

Project Support Contracts

Smooth printing frequently belongs to the business critical processes in a company. Thus, problems must be solved quickly and competently. For the support needs of end customers, we offer contracts tailored to a company's various needs. Every support agreement is concluded for a standard term of one year. Receive first-class manufacturer support - around the clock, if necessary.

- Kind of contract: Standard, term: 1 year
- Target groups: End customers with medium to larger .print projects
- Business hours: Mon.–Fri. 9 am–5 pm CET (see below)
- Response time: 8 business hours
- Inquiry per: www.thinprint.com
support@thinprint.com
+49-30-394931-97
- 2200 €/ year + 10% of ThinPrint licensing fees /year (list price)

1. *Standard* support contract

Standard support is tailored to middle and larger environments. It entails a response time of eight business hours (see below).

Condition: The end customers must have a valid Update Service for all their licenses.

For € 2200 per year plus ten percent of ThinPrint's licensing fees you assure both expedient and competent handling of your problems by ThinPrint experts. This includes the option of naming two contact persons for support inquiries; € 300 per year will be invoiced for each additional contact person.

- Kind of contract: Premium, term: 1 year
- Target groups: End customers with large projects
- Service time: 24/7
- Response time: Within 8 hours
- Inquiry per: www.thinprint.com
support@thinprint.com
+49-30-xxx-xxx-xx (Phone number will be issued with the contract)
- 5500 €/ year + 15% of ThinPrint licensing fees /year (list price)

2. *Premium* support contract

Twenty-four hours and seven days a week you may rely on our expert knowledge. Whether changes in your environment or error messages require a quick reaction, our support team is always there; in less than eight hours we guarantee the highest priority for solving your problem. You have an unlimited number of support inquiries. Thus providing the highest possible reliability regarding printing your important documents.

Condition: The end customers must have a valid Update Service for all their licenses.

For € 5500 per year plus fifteen percent of ThinPrint's licensing fees you assure the twenty-four hours support by ThinPrint experts. This includes the option of naming five contact persons for support inquiries; € 500 per year will be invoiced for each additional contact person.

Consulting Service

ThinPrint consulting services are only available from official ThinPrint partners. During consulting, normally the ThinPrint technician(s) will accompany your partner onsite. You can count on expert assistance for planning and evaluating your environment and learn how you can use and configure the ThinPrint .print components most efficiently.