



CORTADO

Business Class of Cloud Desktop Services

Cortado 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 software provider for mobile business and network printing we offer efficient solutions for our customers in a variety of 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

Definitions

| Term | Definition |
|------------|---|
| Pre-sales | Service before sale/purchase |
| Support | Support is a solution-oriented service which allows the elimination of a concrete problem which is caused by a Cortado software solution. |
| Consulting | Consulting is an advisory planning activity which allows configuration and optimization of an IT infrastructure in due consideration of Cortado software solutions. |

Overview of support and consulting services

| Support/consulting services | Service/price/conditions | For whom? |
|--|---|-----------|
| Manuals (German/English, to some extent: French/Spanish) | 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 ThinPrint and Cortado users as well as Cortado Support | all |
| Update & Support Services 9am–5pm CET Response time: 16 business hours (Page 7) | <ul style="list-style-type: none"> • 15% of the list price with license purchase. In subsequent years, 25-30% of the list price for a term of 12 months. • Response by phone or e-mail • Free software updates during contract term • Obligatory if no Project Support Contract was concluded | Customers |
| Project Support Contracts (recommended) | Service/price/conditions | For whom? |
| <ul style="list-style-type: none"> • <i>Standard</i> 9am–5pm CET Response time: 8 business hours (Page 7) • <i>Premium</i> 24 hours, 7 days a week, 0–24 h Response time: within 8 hours | <ul style="list-style-type: none"> • €2200/year + 10% ThinPrint's license fees per year • Response by phone or e-mail • Complex inquiries possible • €5500/year + 15% ThinPrint's license fees per year • Direct dial to Support • Complex inquiries possible | Customers |
| Consulting | Conditions | For whom? |
| Consulting Service | Our daily rate is 1,200 Euro and can only be ordered via partners. | Customers |



Support services

Free-of-charge support services

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

- Free download:
www.cortado.com/euen
www.thinprint.com

Manuals

The manuals provide you with both basic and in-depth information. It is geared towards all administrators, thus you will receive an overview for using ThinPrint and Cortado in various computing environments including various application scenarios. Moreover, both installing and configuring all components are described in detail. For each ThinPrint Client, there is a separate (PDF) manual describing the functionality and configuration options available to users. The Cortado Explorer/Client user guides can be found on the Cortado website.

- Free download:
www.cortado.com/euen
www.thinprint.com
- FAQs: www.cortado.com/euen

White papers and FAQs

Additionally, Cortado's manuals offer you supplementary information via white papers and FAQs. These are index by topics or target groups. Everyone – whether you are a decision-maker or a technician – can find in-depth information about ThinPrint.

- Free, always available
- Response time for inquiries: varies
- Forum: forum.thinprint.com

ThinPrint community

The community on the ThinPrint and the Cortado¹ website offers you the possibility of either finding answers to technical questions or else posting a question yourself. The forum is visited by many users and is maintained by our support team. Here, 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 the forum.

Support fees

In addition to our proven free-of-charge support services, we also offer extended services for a fee. Cortado's support team will gladly assist 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 meeting your individual and varying support needs. The following support possibilities are available to you for a fee:

- Update & Support Services
- Project Support Contracts (recommended)
- Backup Support

1 Under construction

- Type of contract:
Update & Support Service
Standard term: 1 year
- Target group:
End customers with smaller projects
- Business hours: Mon.–Fri. 9am–5pm CET
- Response time:
16 business hours
- Inquiries per:
www.thinprint.com
support@team.cortado.com
+49-30-394931-0

License including Update & Support Service

The fastest and simplest way to receive customer support (with costs) is when you purchase this directly together with the licenses. Customers have to purchase 12-month **Support** Service together with a license for a ThinPrint and Cortado product or when renewing the **Update** Service². Alternatively a Project Support Contract can be chosen. This also applies for later bought licenses; in this case Cortado offers license synchronization according to Update and Support (please contact the Cortado sales).

The Update & Support Service is available with license purchase for a 15% of the list price. In the following years, it's 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@team.cortado.com
- Technical assistance from the ThinPrint Support Team during business hours from 9am to 5pm ([Page 7](#)).

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 Cortado Support Team.

Project Support Contracts for customers (recommended)

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.

Customers have to buy a 12-month Support Service together with a license of a ThinPrint or Cortado product or with renewal of Update Services of a valid license – either the Update & Support Service (see above) or a Project Support Contract.

- Kind of contract:
Standard, term: 1 year
- Target group: End customers with medium-sized to larger projects
- Business hours: Mon.–Fri. 9am–5pm CET (see below)
- Response time:
8 business hours
- Inquiry per:
www.thinprint.com
support@team.cortado.com
+49-30-394931-0
- €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 ([Page 7](#)).

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

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

² The Update Service includes software updates during the contract period.



- Kind of contract: *2. Premium support contract*
Premium, term: 1 year
Twenty-four hours and seven days a week you can rely on our expert knowledge.
- Target group: End customers with large projects
Whether error messages or problems with updating our software require a quick reaction, our support team is always there; within eight hours we guarantee the highest priority for solving your problem. Thus providing the highest possible reliability regarding access to important documents.
- Service time: 24/7
- Response time: Within 8 hours
Conditions: The end customers have a valid Update Service for all their licenses.
- Inquiry per:
www.thinprint.com
support@team.cortado.com
+49-30-xxx-xxx-xx
(Phone number will be issued with the contract)
For €5500 per year plus fifteen percent of ThinPrint's and Cortado's licensing fees you assure the twenty-four hours support by Cortado experts. This includes the option of naming five contact persons for support inquiries; €500 per year will be invoiced for each additional contact person.
- €5500/year + 15% of ThinPrint licensing fees /year (list price)

Consulting Service

Cortado consulting services are only available from official Cortado Partners. During consulting, normally the Cortado 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 and Cortado components most efficiently.

Notes

Business hours

Weekdays from 9am-5pm Berlin local time – closed for national and regional holidays as well as on December 24 and 31

Normal conditions

Support contracts with Cortado normal conditions:
without any change, e.g. according to our business and response time