
ThinPrint's Professional Support and Consulting Services

Information for Customers



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Introduction

Professional environments need professional support

As the world's leading provider of print management software, we offer our customers powerful solutions for a wide range of different environments and application scenarios. The use of powerful software is an important, but not the only factor in setting up functional, application-oriented and modern network infrastructures. Professional environments need professional support. We also offer you a practical and customized service in this area.

This white paper gives you an overview of all areas of this service offering.

- > Free support offers
- > Update & support service
- > Project support contracts
- > Consulting Service

Definitions

Term	Definition
Pre-Sales	Service that precedes the sale/purchase
Support	Support is a solution-oriented service aimed at solving a specific problem related to ThinPrint software. It is provided by ThinPrint to the customer.
Consulting	Consulting is a planning consulting activity that focuses on setting up and optimizing the IT infrastructure, taking ThinPrint software solutions into account. This includes updating to newer ThinPrint versions.
Support Portal	As a support customer, you also get access to the support portal . Here you can submit your support ticket directly instead of requesting it by e-mail . In addition to the time savings this saves, you have the following advantages: <ul style="list-style-type: none">> Tracking of your request and possibility of status view> Overview of support requests submitted to date

Overview of support and consulting services

Support	Service/price/conditions
<p>Manuals (English / German, partly also French / Spanish / Japanese)</p>	Free download
<p>Various white papers, webinars and videos (English / German)</p> <p>https://www.thinprint.com/en/resources/white-papers/</p>	Free download
<p>ThinPrint Support Center (English / German)</p> <p>https://www.thinprint.com/en/support/</p>	<p>Free of charge, available at any time:</p> <ul style="list-style-type: none"> > A first point of contact for technical questions > How-Tos, FAQs, Troubleshooting and much more
<p>Consulting</p> <p>https://www.thinprint.com/en/professional-services/</p>	<p>Advice on setting up and optimizing the print infrastructure. Remote and on-site consulting costs available on request.</p>
<p>Update & support services</p> <p>9 a.m. - 5 p.m.</p> <p>Response time: 16 business hours</p>	<ul style="list-style-type: none"> > 15% surcharge on list price for license purchase for a term of 12 months > Support by callback, e-mail or web form (https://freshdesk.thinprint.com/en/support/home) > Free software updates during the term of the contract

ThinPrint's Professional Support and Consulting Service

Project support contracts (recommended)	Service/price/conditions
Standard 9 a.m. - 5 p.m. Response time: 8 business hours (see page 6)	<ul style="list-style-type: none">> €2200/year + 10% of the ThinPrint license costs per year> Inquiries by email or online form (https://freshdesk.thinprint.com/en/support/home)
Premium 24 hours, 7 days a week, 0-24 hours Response time: Within 8 hours.	<ul style="list-style-type: none">> €5500/year + 15% of ThinPrint license costs per year> Requests via Premium Support portal (https://freshdesk.thinprint.com/support/home) or by phone.

Consulting	Service/price/conditions
Consulting service	Remote: €1440/ day €180/ hour. On site: Upon request

ThinPrint's Professional Support and Consulting Service

What does Update & Support Service include?

- › Technical inquiry to support@thinprint.com
- › Technical assistance from the ThinPrint support team during business hours from 9 a.m. to 5 p.m.

Support is a solution-oriented service aimed at eliminating a specific problem related to ThinPrint software.

The response time is a maximum of 16 business hours. As a rule, technical assistance is provided immediately by e-mail or telephone. The ThinPrint support team chooses the most effective communication channel when responding to your support request.

Project support contracts for customers (recommended)

Smooth printing is often one of the business-critical business processes. Problems must therefore be resolved quickly and competently. To meet our customers' support needs, we offer contracts that are tailored to the various requirements of a company. Each support contract is concluded for a period of one year. You receive first-class manufacturer support - around the clock if necessary.

Together with a license for a ThinPrint product or when renewing the Update Service of a valid license, ThinPrint customers can purchase a Project Support Contract - either the Update & Support Service (see above) or a Project Support Contract.

1. Standard support contract

The support includes a response time of eight business hours within business hours.

Prerequisite: You have a valid update service for all your licenses.

For € 2200/year plus 10 % of the ThinPrint license costs, you ensure that your problems are dealt with quickly and competently by ThinPrint experts. This includes the option of designating two contact persons for support requests; each additional contact person will be charged €300 per year.

2. Premium support contract

You can call on our expert knowledge 24 hours a day, seven days a week. We work on your problem with the highest priority within eight hours. This guarantees you the highest possible reliability when accessing your important documents.

Prerequisite: You have a valid update service for all your licenses.

For €5500/year plus 15% of the ThinPrint license costs, you secure 24-hour support from ThinPrint experts. This includes the option of naming five contact persons for support requests; each additional contact person will be charged €500 per year

Consulting services

You can count on expert help in planning and evaluating your environment and learn how to use and configure ThinPrint and ThinPrint components most efficiently. The costs for one day of consulting are € 1440 for remote support and for on-site support pricing is available on request.

Further information on our consulting services can be found here:

<https://www.thinprint.com/en/professional-services/>

Business hours

9 a.m. - 5 p.m. on weekdays at Berlin local time - not on national and regional holidays and on December 24 and 31.

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