



# SUPPORT SERVICES SUPPORT WHEN YOU NEED IT MOST

[pragmatyxs.com](http://pragmatyxs.com)

## WHY PRAGMATYXS?

With more than 25 years' experience in labeling and barcoding solutions, data capture, materials tracking and project management, we are your trusted technology consultant and systems integrator. We provide highly technical support in house to resolve issues quickly and efficiently with minimal work interruption.

Pragmatyxs offers annual support services for our customers, ranging from 3rd Party Basic Maintenance Support to Pragmatyxs' Critical Care Support. We also provide access to our suite of proprietary value-added companion products: **PXSmartLabel, PXSmartAgent, PXSmartSync** for customers who elect and remain on our Critical Care Support.

## SUPPORT SERVICES

All support calls and requests are handled **directly by Pragmatyxs' support staff**. Most support calls are managed by the same consultants and software engineers who developed the products and worked with your team on the implementation.

Pragmatyxs utilizes an on-line system with 24-hour access for creating and tracking customer issues. We provide our customers access to monitor up to the minute status and information about their specific incidents.

## PRAGMATYXS CRITICAL CARE SUPPORT

**Critical Care Support** is an annual support subscription that provides Service Level Agreement-based support (SLA) and access to our Pragmatyx's suite of products **24 hours a day, 7 days a week** including weekends and holidays, as long as you maintain an annual support subscription. Any customer on this support plan will be given high priority.

This plan is recommended for deployments with 50+ printers, when 24X7 uptime is critical or when utilizing Pragmatyx's value-added products.

## PRAGMATYXS STANDARD CARE SUPPORT

**Standard Care Support** is an annual subscription that provides support during standard business hours **Monday through Friday 8:00 a.m. - 6:00 p.m. Pacific Standard Time**. Any customer on this support plan will be given priority.

This plan is recommended for deployments with 50 or fewer printers and when uptime during standard business hours is essential.

## 3RD PARTY BASIC MAINTENANCE SUPPORT

Pragmatyx offers basic maintenance support for all customers who hold a current annual software maintenance agreement. This support is offered during standard business hours **Monday through Friday 8:00 a.m. - 6:00 p.m. Pacific Standard Time** on a best-effort basis and without formal Service Level Agreement coverage.

PRAGMATYXS SUPPORT TIERS		BASIC MAINTENANCE SUPPORT	STANDARD CARE SUPPORT	CRITICAL CARE SUPPORT
Response Time by Priority/Production Down	Support Hours	Access to Pragmatyx's support email box	Monday – Friday 8am- 6pm PST	24 hours a day, 7 days a week
	High Priority	No Service Level Agreement (SLA)*	Within 1 hour of reported incident. Resolution within 24 hours.	Within 1 hour of reported incident. Resolution within 24 hours.
	Medium Priority	No Service Level Agreement (SLA)*	Within 4 hours of reported incident. Resolution within 2 business days	Within 4 hours of reported incident. Resolution within 2 days
	Low Priority	No Service Level Agreement (SLA)*	Within 1 business day reported incident. Resolution within 14 days	Within 1 day reported incident. Resolution within 14 days

*\*We will do our best to address your issues as soon as possible, though note that our Standard and Critical Care customers have high priority.*

## ADDITIONAL SERVICES

The following are examples of **Pragmatyx's Professional Services** that are available in addition to our support services. A Statement of Work can be provided with effort and estimated cost to enhance your business processes:

- Software Upgrade assistance
- Server platform migration and/or upgrades
- Designer and Administrator training
- Document design analysis and consolidation
- Document design creation and conversion
- Business logic scripting
- Custom software development or integration
- Architecture design (On-Premise, Cloud-based, Business Continuity, ERP integration, system optimization, etc.)
- Project Management