



## VisualSP Help System Software Assurance & Premium Support Options

VisualSP provides two cost effective support options for VisualSP Help System.

VisualSP Software Assurance entitles your organization to product updates and/or new releases of your licensed VisualSP product/s. Support is provided in the areas of installation, configuration and technical troubleshooting. Our email helpdesk answers functionality questions from both technical and business users. With VisualSP Software Assurance, free of charge developer license (annual) are provided on a one to one basis with purchased production licenses.

VisualSP Premium Support provides your organization with higher priority service plus entitles you to unlimited developer licenses (annual). VisualSP Premium Support is a step above VisualSP Software Assurance, which must be in place for Premium Support to be purchased.

Both VisualSP Software Assurance and VisualSP Premium Support are invoiced with the product license purchase and then annually in advance.

Offering	Software Assurance	Premium Support with Software Assurance
New Releases of Software	✓	✓
Email Helpdesk	✓	✓*
One Free Developer's License per Production License	✓	✓
Live Support (live meeting and phone support)	✓	✓*
Unlimited Non-Production Licenses	✗	✓
Priority / Escalated Support Desk	✗	✓
10 named website licenses per WFE to VisualSP website (access to 100s of SharePoint Tutorials)	✗	✓

\* Prioritized

You will find detailed descriptions of our Support Offerings below so you can make an informed decision on which VisualSP Support Option will meet your organization's requirements. If you wish to discuss your Support Options further, please contact the VisualSP Sales Team.



### **New Releases of the Software**

VisualSP is constantly evaluating and developing our products to improve ease of use, performance and enrich product functionality.

VisualSP releases product patches and updates to provide new features, or to resolve issues that may have been identified in the product.

With VisualSP Software Assurance and Premium Support your organization will have access to product patches and updates as soon as they are available. You will also be entitled to upgrade for free to new releases of the product you have purchased.

### **Email Helpdesk**

The VisualSP email support desk offers support throughout the installation and configuration phase, technical troubleshooting and answers functionality questions from both technical and business users.

With VisualSP Software Assurance and Premium Support your organization will have 12 months access to the VisualSP email support desk team who will help resolve any issues.

### **Live Support**

Outbound telephone support and live screenshare support will be arranged by VisualSP Technical Support consultants when live troubleshooting of the customer's systems is required.

Technical Support consultants are members of the product development teams that are available to resolve escalated software fault incidents.

### **Developer Licenses**

Developer licenses enable your organization to test and configure your VisualSP product prior to deployment.

With VisualSP Software Assurance, your organization is entitled to 1 free developer license per production license purchased. These are a 12 month license tied to your renewal of VisualSP Software Assurance. Any additional developer licenses required are priced at half of the published license price.

With VisualSP Premium Support your organization is entitled to receive unlimited developer licenses. These are a 12 month license tied to your renewal of VisualSP Premium Support.

### **Priority / Service Level Agreement**

VisualSP guarantees response to all support requests within two business days.

With VisualSP Premium Support, your organization is guaranteed a meaningful response to all support requests by the next business day.