

What is the Value of? Software Maintenance

Maintaining Priority Software Support on your Command Alkon systems offers continued value to your initial software purchase.

Access to Telephone Support 24/7/365

- If and when you have questions or experience problems you will want immediate assistance. You do not want your employees working around issues that may be costing time and money. You want immediate access to the experts.
- Your Priority Software Support contract provides your staff the ability to call at any time of day, any day of the year, with no additional charge. Toll free support calls provide you access to the largest and most experienced support team in the industry. Our support team is tiered to ensure that critical issues are escalated through the appropriate resolution channels.

Access to Operating System and Database Support

- If you are experiencing difficulty with your Command Alkon System it can be related to your OS or Database. You want to make sure your systems are operating at peak efficiency to gain the maximum benefit from your systems.
- Your Priority Software Support contract assures you have access to our Support Staff, who are trained to recognize these types of issues and our Technical Services Group, who are ready to assist you in resolutions to OS and Database issues.

Keeping Your Systems Up To Date

- With computer technology advancing at a quicker pace than ever before, it is essential that the systems you rely on daily to run your business are kept up to date. Therefore, we continually upgrade our software to be compatible with new third-party solutions.
- As the industry evolves, so do our products. Features are continually added or enhanced to keep pace with the industry.
- Your Priority Software Support contract allows you to keep your software current, reap the benefits of new and enhanced functionality, and provides you access to our expertise in deploying new solutions effectively.

Software Corrections

- When software features do not operate as designed or needed, the efficiency of your daily operations may be impacted and you need timely resolutions.
- Your Priority Software Support contract ensures that issues can be reported and will be addressed in a timely manner. Our support contracts define severity levels to be assigned to all reported deficiencies and outline resolution times to be met.



24 | 7 | 365
ALWAYS ON

Location	Support Number
Argentina	0800 2664946
Australia	1 800 125114
Brazil	08008917656
Canada	877 402 6821
Chile	800646379
Columbia	01-800-5-1-81077
Ecuador	888-272-6629
Greece	00800 44302954
India	0008 0044 01695
Ireland	1800 818084
Italy	800 924683
Malaysia	1-800-88-0856
Mexico	001-888-272-6629
Netherlands	0800 0200932
New Zealand	0800 46 1670
Panama	001800 5072431
Peru	0800 54252
Saudi Arabia	800 844 2697
Spain	900811389
Switzerland	0800 56 4064
UAE	8000 4417409
United Kingdom	0800 783 7310
United States	1-800-624-1872
Venezuela	0800 1008668

