

The ECMsolutions support agreement completes the investment you made earlier for a software/hardware solution. With the included technical support from an experienced helpdesk & access to the latest software upgrades and service releases, you will secure the added value of your investment.

Free software upgrades and updates

ECMsolutions customers with a valid support agreement are entitled to software media upgrades, updates, patches and documentation without additional costs. Installing the latest version will improve the stability of the solution and ensure it will continue to operate optimally. All new releases are first extensively tested by the manufacturer. Customers and/or their business partners are notified when new releases are made available.

Support method

ECMsolutions provides technical helpdesk support via telephone, e-mail and website. The technical helpdesk is located in The Netherlands and communication is in English or Dutch. Technical helpdesk support is available for registered customer application administrators (max. 2). If requested a ECMsolutions support engineer can also provide on-site support (during office hours) € 125,- per/hour (min. 2-hours, excluding call-out charge € 100,- per visit (distance ECMsolutions <200 km).

Accessibility helpdesk

Support requests can be submitted 24/7 to support@ecmsolutions.nl or you can send your question via the contact form on the ECMsolutions website. For support by telephone, you can contact the helpdesk from Monday to Friday during office hours from 08.30 through 17.00 hours CET on telephone number +31 (0)88 004 99 00. You can leave a voicemail on the same telephone number outside office hours.

Support call processing & response time

Support requests are processed from Monday to Friday during office hours from 08.30 through 17.00 hours CET and according to the time and date received. ECMsolutions aims to be of service as soon and effectively as possible. For this reason, when submitting a support request by telephone, a ECMsolutions helpdesk engineer will perform a short intake to correctly understand the issue and priority before the helpdesk can start working on the request.

Provide the following information when submitting your support request:

- ✓ Company name, contact, e-mail account and telephone number
- ✓ Product, modules, version number and possible configuration SystemID
- ✓ A clear description of the issue and possible self-undertaken actions.

Support exclusions

A ECMsolutions support agreement does not involve:

- ✓ Maintenance or support on software/hardware other than that covered by a valid ECMsolutions support agreement
- ✓ Maintenance or support on systems and networks
- ✓ Database conversions
- ✓ User- and/or Administrator training
- ✓ Installation of version upgrades & updates
- ✓ Support onsite
- ✓ Consultancy

Support agreement term and cancellation

The support agreement term will commence on the date mentioned on the ECMsolutions order confirmation following a PO to ECMsolutions. The support agreement with ECMsolutions is active for an initial minimal period of 1 year and will be tacitly extended by 1 year unless cancelled at least 90-days prior to expiration date. Request for cancellation of a support agreement should be received by ECMsolutions in writing with mention of reason via e-mail or a registered letter. Any request for changes to licenses should be requested by e-mail and at least 4 months prior to the expiration date of the support agreement.

Pricing

Pricing is based on a percentage of the configuration(s) value according to the latest pricing applied by the supplier. Support agreement pricing is subject to a minimum fee. Prices are subject to changes and will be calculated according to market developments. In case of a price deviation customers will be notified in advance. All prices are excluding VAT. ECMsolutions payment terms are strict NET 30 days after ECMsolutions invoice date.

Confidentiality

All customer company details that might come to the attention of helpdesk employees will be handled with great care and under no circumstances be handed to third parties. All ECMsolutions employees are required to maintain the confidentiality of customer information at all times and failing to do so will result in appropriate disciplinary measures.

Product responsibility

ECMsolutions supports customers with the use of the purchased products but will not have any responsibility for the functionality of these products. For more information on functionality and product terms and conditions, please see the respective product manufacturer.

General Terms and Conditions

ECMsolutions applies the general terms and conditions of Nederland ICT, filed with the Chamber of Commerce Midden-Nederland under number 30174840.