

# ImagicleCare

## BASIC

We care about your communication.

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Your choice for an Imagicle product translates into a crucial investment for your Business. Still, your investment can be further optimized according to how your application is managed every day, in order to achieve its best performance for you to gain the results and services you need, the moment you need.

Imagicle has developed for you a complete technical support and maintenance program that will understand your need and will assist you in any situation

### Included with every product

Protects your investment in our solutions thanks to ImagicleCare Basic technical support.

Basic services are provided for all our products for 12 or 36 months starting from the application registration (see terms in Free Period section), after which period renewal is possible to extend ImagicleCare Basic for additional 12 months.

### Full support

ImagicleCare basic program includes a number of services that guarantees full support

- Minor software update thanks to automatic Live update
- Telephone support +39 0584 943232 or Skype Imagicle
- E-mail support: [support@imagicle.com](mailto:support@imagicle.com)
- Web support with knowledge base dedicated access

### A professional team ready to take your requests in 5 languages

Imagiclecare Basic services offer a team of specialists supporting 5 languages (Italian, English, German, French and Spanish).

In case of severe cases, our Research and Development team can take action directly.

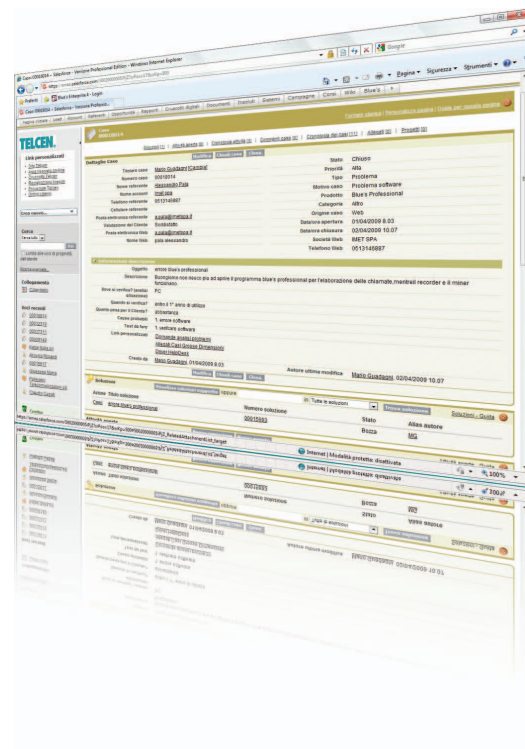


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## Find out all ImagicleCare Basic services:

- Free phone, e-mail and web support
- Minor software update
- Each product includes 12 or 36 months
- Support available in 5 languages (ITA, ENG, FRA, DEU, ESP)



Priority	Impact on client	Application status
Critical	Severe	application/system is compromised. Consistent loss of service occurs
High	Significant	application/system runs discontinuously. Reduction of Services occurs
Medium	Minor	application/system runs with a moderate loss of services. Expedients allow to continue one's work without prejudice
Low	Minimal/None	application/system run without or very little service impediment.

## Defined reaction priorities

ImagicleCare Basic services include priority definition based on how severe the issue is. The reaction time depends on the request priority and the work load of the Helpdesk department.

Imagicle will endeavour to satisfy the customer requirements although a minimum reaction time cannot be guaranteed. Generally speaking, critical issues are processed during the working day.

If you are looking for a more advanced support services, with determined and guaranteed reaction time, you can subscribe to ImagicleCare Gold support program, available in 2 versions.