

# ImagicleCare

## GOLD

We care about your communication.

### Extend the value of your investment in Imagicle solutions

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.

Besides ImagicleCare Basic technical support, included with every product for a period of one year, Imagicle has developed for you ImagicleCare Gold. ImagicleCare Gold is a complete technical support and maintenance program that will understand your need and will assist you in any situation

### ImagicleCare Gold: your business without worries

If you wish to take advantage of an extra advanced support service for your product, with scheduled and certain response time, you can subscribe to ImagicleCare Gold support program, available in 2 versions.

ImagicleCare Gold services include

- Response within 60 minutes for severe cases
- Predetermined service levels with scheduled response time
- Minor Software update thanks to automatic Liveupdates
- Major Software update with installation support
- Via Telephone or Skype support
- Via E-mail support
- Web support with dedicated access to the knowledge base
- Customer portal
- Remote support via Netviewer

Our support Team is ready to help you and maintain your application so that you can sit back and relax, reserving your time for your business.

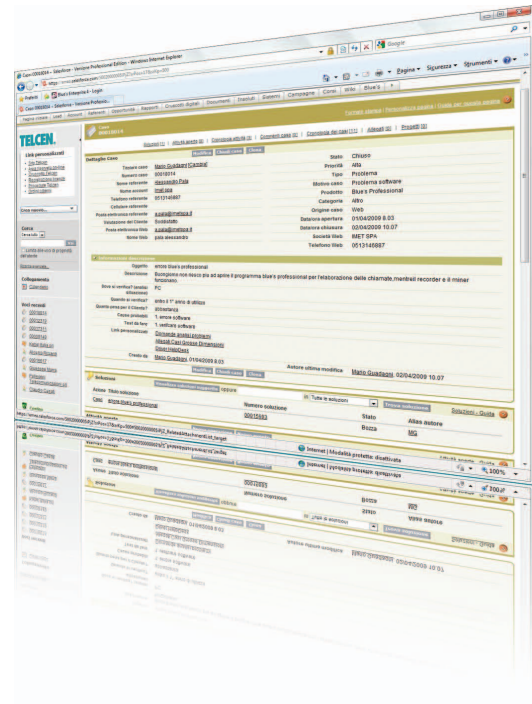


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## Find out all ImagicleCare Gold services:

- Telephone support, via E-mail and web
- Remote Support via Netviewer
- Response time within 60 minutes for the most severe cases
- Software maintenance with Minor and Major updates
- Dedicated Knowledge Base portal access
- Support in 5 languages (ITA, ENG, FRA, DEU, ESP)
- Customisable programs for any need



### A program for any need

ImagicleCare Gold is available in 2 versions (Gold 1, Gold 3), according to the duration of the contract.

Ticket means the forwarded support request concerning a single issue, defined by the reasonable intervention required to solve the issue.

### Different support channels, same service level

Imagicle support services can be provided through different channels according to the customer needs and the issue:

- support via phone or Skype "Imagicle"
- support via e-mail [support@imagicle.com](mailto:support@imagicle.com)
- support via Web with access to the knowledge base in order to find all the FAQ's you are looking for

### Dedicated customer portal

Customers subscribing to ImagicleCare Gold are also offered with Web portal access at <http://support.imagicle.com>.

You can directly access our database and monitor your ticket status in real time, in order to get the right answer at the right time, thus preventing misunderstandings.

Furthermore you can view the history of your support requests and find out at any time how many requests are still available and for how long.

Program Details	Gold 1	Gold 3
Duration	1 year	3 years
Number of tickets	unlimited	unlimited
Minor Software update	yes	yes
Major Software update	yes	yes
Telephone Help Desk	yes	yes
Support via e-mail	yes	yes
Support via web*	yes	yes
Remote support	yes	yes
Customer portal*	yes	yes

### Software maintenance, your software always up to date

ImagicleCare Gold support service includes Minor Software Update, with Live Update automatic process, and Major Software Update (only Unlimited versions) with installation support.

Always keep your software up to date with the latest available release, including all the newly developed features.

### Remote Support for severe cases

In case of complex issues, our support Team can remotely take over the control of your system.

Thanks to a secure and modern technology, we can temporarily take control over your PC to perform an effective and timely troubleshooting.

### All in 5 languages

Our support services are available in Italian, English, German, French and Spanish.