

# SYMETRI SUPPORT

AT SYMETRI, WE UNDERSTAND THE IMPORTANCE OF YOUR INVESTMENT AND ARE THEREFORE COMMITTED TO CUSTOMER SUPPORT.



Symetri support is executed by our professional and technical experts with over 30 years of experience in providing widely renowned highest level of support. Our support services are designed to provide help and advice when needed to minimise downtime and stay productive. Your investment is safe with us.

#### OUR SERVICE LEVELS:

Gold, Silver, Bronze, Data Management, MAKE and Simulation with guaranteed response times\*

#### WHAT'S COVERED IN YOUR CONTRACT?

- Support regarding the software's activation, functionality and troubleshooting. Customers shall have knowledge equivalent to basic training on the products covered by their agreement.
- Technical expertise in local languages (Danish, Finnish, Norwegian, Swedish and English)
- The support service desk is operated within office hours during the working week. No service is available on Weekends, Bank Holidays and National Holidays.

#### WHAT IS NOT COVERED IN YOUR CONTRACT?

Training, Installations and design assistance.

#### ADDITIONAL SERVICES

Services are available on request, for example, on-site support, design and live project solving, application deployments, configuration, customisation, scheduled technology briefings and training.

#### PRODUCT PORTFOLIO SUPPORT MATRIX

Take a look at our [Product Portfolio Matrix](#) for supported products.

#### CONTACT US FOR FURTHER INFORMATION:

[info@symetri.com](mailto:info@symetri.com)



Features	Gold	Silver	Bronze	Data Mgmt	MAKE	SIM
Response Time	1 h	4 h	8 h	1 h	4 h	4 h
Online access to Symetri case logging system	✓	✓	✓	✓	✓	✓
Log cases via email	✓	✓	✓	✓	✓	✓
Log cases via chat	✓					
Telephone helpdesk support	✓	✓		✓	✓	✓
Remote Interactive Desktop Support	✓	✓		✓	✓	✓
Invite to Symetri Annual User Events	✓	✓	✓	✓	✓	✓
Interactive E-Learning through Pinnacle	✓					

*\*Response time specifies the maximum time before one of our experts contacts you.*

