

# OVERVIEW

StrongBox Data Solutions (SBDS) is committed to providing exceptional customer support and maintenance for your software. Our highly skilled technical staff will address your product issues to meet your typical or critical business needs.

## STRONGLINK MAINTENANCE DATASHEET

SBDS offers maintenance options to cover your StrongLink software solution. These maintenance options grant the customer access to Help Desk support, the Knowledge Base, and access to software updates. The support and maintenance conditions are subject to the following:

**Subscription** software maintenance includes:

- Version updates to StrongLink software for as long as the subscription term is current
- Incremental version updates
- Help Desk technical support
- Online knowledge base and product documentation

**Term** license maintenance includes:

- Version updates to StrongLink software for as long as the term license maintenance is current
- Incremental version updates
- Help Desk technical support
- Online knowledge base and product documentation

### HELP DESK SUPPORT

Help Desk Support coverage is delivered by experienced SBDS technical support specialists via the SBDS support web portal and/or phone. Support activities include configuration support, troubleshooting, and issue resolution for your StrongLink software.

#### How to submit a support ticket

- By Phone : +1 512 928 7300 or +1 888 299 7799
- By Email : [info@strongboxdata.com](mailto:info@strongboxdata.com)
- On the Support portal : [partners.strongboxdata.com/portal/home](https://partners.strongboxdata.com/portal/home)

### STANDARD BUSINESS DAY MAINTENANCE

Help Desk Support for customers with standard business day maintenance will be entitled to business hours support, excluding observed holidays, in English only, from 8 a.m. to 5 p.m. US Central Time Zone for all issue priorities.

### 24 X 7 PREMIUM MAINTENANCE

Help Desk Support for customers with premium maintenance will be entitled to support, in English only, 24 hours per day, seven days a week, including holidays for critical (P0-showstopper) issues by calling the premium support hotline.



## SOFTWARE RENEWALS

SBDS can help you maintain optimal and reliable performance of your software product(s). SBDS will notify you of any available software updates and will remind you to renew your software subscription or software maintenance agreement, thus ensuring uninterrupted software coverage.

## MAINTENANCE EXCLUSIONS

Maintenance does not include installation, professional services, assistance requested outside of defined Help Desk Support times, relocation installation, failures due to end user negligence, misuse, external causes, deliberate damage, non-SBDS branded software, or software that has been modified by non-SBDS personnel.

## PROFESSIONAL SERVICES

For any technical needs that are not covered by software maintenance, contact an authorized SBDS reseller and/or distributor, or [sales@strongboxdata.com](mailto:sales@strongboxdata.com).

## WE ARE HERE TO HELP

Whenever you purchase a SBDS product from one of our authorized resellers, value added resellers (VARs), or through one of our distribution partners, in addition to a superior software solution, you'll get our commitment for long-term product support and maintenance.

For more information about maintenance offerings, contact an authorized SBDS reseller and/or distributor or [sales@strongboxdata.com](mailto:sales@strongboxdata.com).

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