

# RENEWING YOUR YSOFT SAFEQ SUPPORT



## OVERVIEW

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Uninterrupted software service and support extends the value of YSoft SafeQ across your organization.

**Y Soft Customer Support Services (CSS)** provides comprehensive coverage for licensed YSoft SafeQ features either directly to you from Y Soft or from our certified partners. Fast response times help minimize downtime and keep your print services performing as expected. Plus, the value increases over time with access to the latest features, functions and technology.

# BENEFITS OF YSOFT SAFEQ SUPPORT RENEWAL

Customers with renewed software support enjoy these benefits.



## FAST, KNOWLEDGEABLE & DIRECT SUPPORT

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Whether you choose Direct or Indirect support, your escalated inquiries and support incidents are handled by Y Soft engineers and solved by the teams who wrote the software code.

- Direct or indirect support by Y Soft or through a certified Y Soft partner
- Choice of Service Level Agreements (SLAs) with increasing benefits and faster response times; Basic, Silver, Gold and Platinum levels available
- Flexibility to change support type
- Support for both software and hardware
- Global support with local Y Soft staff in over 17 countries



## BUSINESS CONTINUITY

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Peace of mind that your print systems are enabling your business to run uninterrupted.

- Multi-year SLA purchases lock in the support rate
- Eliminate reinstatement fees for lapsed support contracts
- Eligible for promotional pricing upgrades between software suites
- Single support license simplifies ordering, budgeting and contract management



## TECHNOLOGY PROTECTION

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Whether it is Windows system level changes and security updates or changes in your infrastructure, a renewed support license offers you peace of mind that your print services system can be fully supported.

Guaranteed Support:

- Future MFDs and other printer models
- Future operating systems
- Free system upgrades including hotfixes, monthly improvements and new features/functionality quarterly
- Access to Y Soft's Early Access Program (EAP) for new features or products
- Eligible for YSoft SafeQ Extensions and Integrations



## HARDWARE COMPATIBILITY

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External terminals, card readers and 3D printers – designed, manufactured and tested by Y Soft ensures your system is comprehensive and works well together

- Using Y Soft hardware guarantees compatibility with Y Soft software
- One supplier eliminates support issues between disparate vendors