



## Nintex Software Assurance & Premium Support Options

Nintex provides two cost effective support options enabling you to have peace of mind in your Nintex product investment.

Nintex Software Assurance entitles your organization to product updates and/or new releases of your licensed Nintex product/s. Support is provided in the areas of installation, configuration and technical troubleshooting. Our email helpdesk answers functionality questions from both technical and business users. With Nintex Software Assurance, free-of-charge developer licenses (annual) are provided on a one to one basis with purchased production licenses.

Nintex Premium Support provides your organization with technical support consulting to resolve support issues that are best addressed by direct dialogue Live Support. Nintex Premium Support is a step above Nintex Software Assurance, which must be in place for Premium Support to be purchased. Naturally, with Premium Support you will receive higher priority service and a dedicated support consultant. Nintex Premium Support entitles you to unlimited developer licenses (annual).

Both Nintex Software Assurance and Nintex Premium Support are invoiced with the product license purchase and then annually in advance.

<i>Offering</i>	<i>Software Assurance</i>	<i>Premium Support with Software Assurance</i>
New Releases of the Software	✓	✓
Email Helpdesk	✓	✓
One Free Developer's License per Production License	✓	✓
Live Support (live meeting and phone support)	✓	✓
Unlimited Free Developer Licenses	✗	✓
Priority / Service Level Agreement	✗	✓
Access to Discounted Custom Support Consulting	✗	✓

You will find detailed descriptions of our Support Offerings overleaf so you can make an informed decision on which Nintex Support Option will meet your organization's requirements. If you wish to discuss your Nintex Support Options further please contact the Nintex Sales Team.



## Support Offerings in Detail

### **New Releases of the Software**

Nintex is constantly evaluating and developing our products to improve ease of use, performance and enrich product functionality. Nintex releases product patches and updates to provide new features, or to resolve issues that may have been identified in the product.

With Nintex Software Assurance and Premium Support your organization will have access to product patches and updates as soon as they are available. You will also be entitled to upgrade for free to new releases of the product you have purchased.

### **Email Helpdesk**

The Nintex email support desk offers support throughout the installation and configuration phase, technical troubleshooting and answers functionality questions from both technical and business users.

With Nintex Software Assurance and Premium Support your organization will have 12 months access to the Nintex email support desk team who will help resolve any issues.

### **Live Support**

Outbound telephone support and LiveMeeting support will be arranged by Nintex Technical Support consultants when live troubleshooting of the customer's systems is required.

Technical Support consultants are members of the product development teams that are available to resolve escalated software fault incidents. (Commonly referred to as 'Level 3' support).

### **Developer Licenses**

Developer licenses enable your organization to test and configure your Nintex product prior to deployment.

With Nintex Software Assurance your organization is entitled to one free developer license per production license purchased. These are a 12mth license tied to your renewal of Nintex Software Assurance. Any additional developer licenses required are priced at half of the published license price.

With Nintex Premium Support your organization is entitled to receive unlimited developer licenses. These are a 12mth license tied to your renewal of Nintex Premium Support.

### **Priority / Service Level Agreement**

Nintex guarantees response to all support requests within two business days.

With Nintex Premium Support your organization is guaranteed a meaningful response to all support requests by the next business day.

### **Custom Support Consulting**

Nintex offer support consulting for additional development or custom development. This is subject to Nintex resource availability. Custom support consulting is chargeable.

With Nintex Premium Support your custom consulting request will be given priority consideration and your organization is entitled to discounted custom consulting fees.