



SECURITY SOLUTIONS

Software Maintenance Agreements

Although we all expect the products we buy to work easily and consistently, technology often requires vendor support to get up and running. There are also times when you need advice on how best to approach a hardware change, software update or day-to-day user questions. Having a support agreement already in place can save you time, money and hassle.

What does it include?

- Technical support by phone, email, and remote desktop
- Software patches and bug fixes for your licensed software
- Minor software updates
- Software migration support to new print servers
- Configuration adjustments to TROYMark™, TROY Copy Evident Pantograph, and TROY MicroPrint
- Qualification support, set up, and configuration of new prescription printers
- Support working with your EMR system vendor
- Urgent support response for system downtime problems
- Support for routine installation, software updates, and usage questions

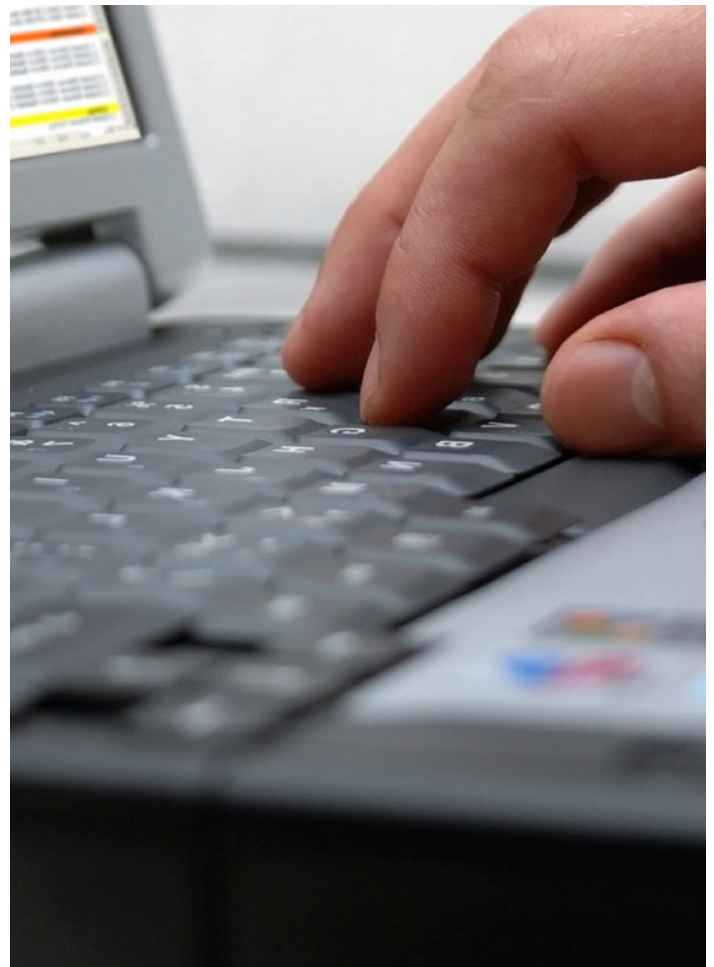
Support when you need it most

When an issue occurs, the most important thing is getting the support needed to solve the problem and get back to work. That is why you should purchase a software maintenance agreement for TSPE.

Support for TSPE cannot be provided without a software maintenance agreement in place; establishing a maintenance agreement when an issue occurs can lead to a delay in support while the proper paperwork is being completed.



**Avoid the stress -
Purchase a software
maintenance agreement today!**



Connect to a US based support technician

Located in Wheeling, WV, TROY's US based Technical Support is available between the hours of 8:00 AM - 8:00 PM EST, Monday thru Friday.

Phone: 1-855-889-1109

Fax: 304-232-0996

Email: technicalsupport@troygroup.com

Business



Partner

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