
ThinPrint Professional Support and Consulting Services

– North and South America –



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Introduction

Professional environments need professional support

As the leading provider of software for linking mobile, web and virtual desktops to centralized IT resources, like file and print services, ThinPrint offers efficient, secure and manageable solutions. Your business will benefit from employing our software and can depend on its performance and reliability. Professional environments require professional support. As such, we offer practical and customized support services to our partners and customers.

This white paper will provide you with an extensive overview of our services. Herein you will find comprehensive information regarding

- › Free-of-charge services
- › Paid Support Services
 - › Standard Update & Support
 - › Premium Update & Support
 - › Consulting Service

Overview of support and consulting services

| Support/consulting services | Service/price/conditions |
|---|---|
| <p>Free of charge services</p> <p>Customer Support Center https://help.thinprint.com/</p> <p>ThinPrint Customer Portal https://freshdesk.thinprint.com/en/support/home 8am–5pm MT¹ Response time: up to 2 Business days</p> | <ul style="list-style-type: none"> › Language: English/German › Available anytime – Self Service Portal - Find manuals, whitepapers, solutions, FAQs, How-tos and more technical documentation papers. › Language: English/German › Self-service portal access to submit support request. Support via email only. |
| <p>Pre-Sales Consulting and Support Support 8am–5pm MT¹</p> | <ul style="list-style-type: none"> › Free pre-sales consulting and support for new projects |
| <p>Paid Support & Update Service Standard Update & Support 8am–5pm MT¹ Response time: 16 business hours</p> | <ul style="list-style-type: none"> › Language: English › Price varies by product according to the current price list › Support via phone and email. › Access to Software-updates during subscription period |

¹ Business hours: Weekdays from 8am–5pm Mountain Time, except Christmas Day, New Year's Day, Thanksgiving Day, Fourth of July, Memorial Day and Labor Day.

ThinPrint Professional Support and Consulting Services

| Support/consulting services | Service/price/conditions |
|--|--|
| <p>Premium Update & Support</p> <p><i>Silver</i> 24 hours, 7 days a week Response time: within 8 hours</p> <p><i>Gold</i> 24 hours, 7 days a week Response time: within 4 hours</p> | <ul style="list-style-type: none"> › Language: English › \$7,999/year + valid Update & Support Services › Support via phone and email › Access to Software-updates during subscription period <ul style="list-style-type: none"> › Language: English › \$13,999/year + valid Update & Support Services › Support via phone and email › Access to Software-updates |

| Consulting | Conditions |
|----------------------------------|--|
| <p>Consulting Service</p> | <ul style="list-style-type: none"> › Language: English › Post-sales service › Our daily rate is \$1200 › Hourly rate is \$120 per hour <ul style="list-style-type: none"> › +travel expenses if on-site. |

Support Services

Free-of-charge services

ThinPrint Support Center

We offer extensive option in electronic form to help you with selecting, licensing and deploying as well as optimally using ThinPrint. Our team of expert prepares this information free of charge for prospective customers and posts it on our website. Find manuals, white papers, solutions, FAQs, How-tos and other technical documentation. They are geared towards all ThinPrint administrators; thus, you will receive an overview for using ThinPrint in various computing environments including various application scenarios.

ThinPrint Customer Portal

Self-service portal for customers to submit technical support requests.

The US-based ThinPrint support team provides e-mail support free of charge to interested parties in North America. After submitting an initial support request via the portal one of our support specialists will answer questions via e-mail.

Pre-sales Consulting & Support

For new projects receive professional consulting and support during the proof of concept.

Paid Support services

In addition to our proven free-of-charge support services, we also offer extended services for a fee. ThinPrint's support team will gladly stand by you to assist with solving possible problems with our software. In order to maintain our primary focus on customer satisfaction, we offer a suitable and customized approach to meeting your individual and varying support needs. The following support options are available to you for a fee:

- › Standard Update & Support
- › Premium Support (*Silver and Gold*)

Standard Update & Support Service

The fastest and simplest way to receive technical support is when you purchase this directly together with the licenses. ThinPrint customers can purchase 12-month Update & Support Services together with a license for a ThinPrint product or when renewing the Update Services.¹

› What do the *Update & Support Services* include?

Technical assistance from the ThinPrint Support Team during business hours² from 8am to 5pm MT. Response time is a maximum of 16 business hours. As a rule, technical support is provided by e-mail or phone, in which the type of communication used for the answer is made solely by the ThinPrint Support Team.

Premium Support

Smooth printing frequently belongs to the business-critical processes in a company. Thus, problems must be solved quickly and competently. For the support needs of end customers, we offer contracts tailored to a company's various needs. Every support agreement is concluded for a standard term of one year. Receive first-class manufacturer support - around the clock, if necessary.

1. Silver Support Contract

Twenty-four hours and seven days a week you may rely on our expert knowledge. Whether changes in your environment or error messages requiring a quick reaction, our support team is always there. You have an unlimited number of support inquiries. Thus, providing the highest possible reliability regarding printing your important documents.

For \$7,999 per year plus valid Update & Support Services you assure the twenty- four hours support by ThinPrint experts. This includes the option of naming five contact persons for support inquiries.

2. Gold support contract

Twenty-four hours and seven days a week you may rely on our expert knowledge. Whether changes in your environment or error messages require a quick reaction, our support team is always there. You have an unlimited number of support inquiries. Thus, providing the highest possible reliability regarding printing your important documents.

For \$13,999 per year plus valid Update & Support Services you assure the twenty- four hours support by ThinPrint experts. This includes the option of naming five contact persons for support inquiries. ThinPrint Professional Support and Consulting Services | May 2019 | www.ThinPrint.com

¹ The Update Service includes free software updates during the contract period.

² Business hours: Weekdays from 8am–5pm Mountain Time, except Christmas Day, New Year's Day, Thanksgiving Day, Fourth of July, Memorial Day and Labor Day.



Consulting Services

ThinPrint consulting services are available to partners and customers. You can count on expert assistance for planning and evaluating your environment and learn how to build the most efficient solutions with ThinPrint software. Each assignment is customized to the individual needs of the partner or customer. Our standard fee is \$1200 per day or \$120 per hour (if on-site project + travel expenses).

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