

# Datacolor® Application Service

Get priority response support or bring experts on-site to your location to help you maximize your color management investment and optimize your workflow. Global companies can expect the same level of support wherever they have facilities.

Service Levels	Basic	Plus	Pro
	Included with the purchase of Datacolor software or instrument	Ideal for employees with some experience	Ideal for employees with little or no color experience
<b>Guaranteed Response Time</b>	24 hours	8 hours	4 hours
<b>Support Hours per Year</b>	0	10 hours	16 hours
<b>Access to Support Web Site (FAQ &amp; Videos)</b> <a href="#">Online Software Validation</a>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>First Tier Technical Support</b>	-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Live Web Application Support</b>	-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Live Telephone Support</b>	<input checked="" type="checkbox"/> Limited to 15 minutes (per incident)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>On Site Application Support</b>	-	-	<input checked="" type="checkbox"/>

High Level Application Support	Basic	Plus	Pro
Software Installation	-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Training & Training New Employees	-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Configuration	-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Database Evaluation	-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Match Performance Optimization	-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Form Creation and Modification	-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Assist In Data Security and Recovery	-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Data Communication to POS	-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Workflow Analysis	-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Worry Free File Transfer	-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

<b>Waste Reduction</b>	-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Problem Solving</b>	-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Software Update &amp; Upgrade Installation</b>	-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Color Theory Education</b>	-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Instrument Diagnostics</b>	-	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>User Course</b>	-	-	<input checked="" type="checkbox"/>
<b>On Site Support</b>	-	-	<input checked="" type="checkbox"/>

- *In addition to the above offerings, application support can also be purchased on an hourly basis.*