

Flex:Care

Flex:Care stands for a set of support packages that are available for many gcs products. Availability of Flex:Care options is indicated in the descriptions of our products.

Standard

- Covers the standard 2-year product warranty
- Software updates (stability and security updates): access upon subscription provided without any additional cost, to the latest patches and maintenance releases
- Email support: Response within 2 NWD (typically, not guaranteed)
- Price per year: included

Extended

- Covers a 12 months period
- Services from package Standard are included (where not otherwise stated)
- Problem/defect reports, investigation and repair, based on
 - User description, information and feedback
 - Diagnostic reports and log files from device
- Repair Time: 30 NWD
- Installation and configuration support
- Email support: Response within 2 NWD (guaranteed)
- Remote assistance (over the Internet)
- Software update: software notification service
- Price per year: 10% of Listprice

Premium

- Covers 12 months period
- Services from package Extended are included (where not otherwise stated)
- Planning and integration support
- Email support: Response within 1 NWD
- Call-back Service: telephone support upon request via e-mail
- Software updates: Feature updates (depending on selected product options)
- Repair: Diagnosis and repair or replacement within 15 NWD (typically, depending on availability of parts)
- Prioritized handling
- Price per year: 15% of Listprice

Contact details: support addresses according to the relevant product [product name]-support@gcs-salzburg.at e.g. odg-support@gcs-salzburg.at.

gcs office hours: Monday to Friday from 09:00 to 17:00 hours (except Austrian holidays)

NWD: Normal Working Day (Monday to Friday except Austrian holidays)

Contact Information

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