

PDS SUPPORT

The team of technical consultants at PDS has practical expertise on the products which are delivered by PDS. This includes RayPack Studio, Liquit Setup Commander, PolicyPak, AdminStudio and associated technologies. With your PDS Support contract, you have access to this expertise while you use “our” tools for your projects. **In short: PDS Support helps you to maximize the benefits of your software investment(s).** Coverage entitles you to:

- Product- and project specific phone and email support
- License assistance to the producer of the software
- Discount on our consultancy rates
- Maximum of 20 question or, off-site, 20 hours of support by a PDS consultant

| PDS Support | Standard | Professional | Enterprise |
|---|-------------------|---------------------|-------------------|
| Email support | Yes | Yes | Yes |
| Offsite project support hours quantity | 5 | 10 | 20 |
| Independend License Advise | Yes | Yes | Yes |
| License maintenance assistance expiry / renewal dates and tailored quotation | Yes | Yes | Yes |
| Discount on IT Pro Speaker training | 5% | 10% | 15% |
| Discount on PDS training | 5% | 10% | 15% |
| Discount on consultancy | 5% | 10% | 15% |
| Number of customer contact persons | 1 | 2 | 3 |
| Free entrance at PDS' events - including AppManagEvent | Yes | Yes | Yes |
| RDP sessions (per session) | € 150 | 5 | 10 |
| Phone support (office hours) | - | - | Yes |
| Review Tech Session (ex travel expenses) | € 1.350 | € 1.350 | 1 per year |
| Auto Renew | Yes | Yes | Yes |
| Investment for 12 month coverage | € 1.050,00 | € 1.795,00 | € 4.495,00 |