

Equalizer Support Contracts



Benefits

- Private and confidential communications
- Guaranteed response time
- Proactive information on bugs and API changes
- Expert advice covering:
 - Architecture and Design
 - Tuning
 - Porting
 - Best practices
 - Configuration

	Standard	Premium
Coverage	Mon-Fri, 9-5 CET	
Support Channel	private and confidential email	
Standard Incidents	15	40
Standard Response Time¹	3 business days	
Priority Incidents	5	10
Priority Response Time¹	1 business day	
Number of Contacts²	1 developer	3 developers
Number of Platforms	1	2
Price per Year	3.500 Euro	7.000 Euro

How does it work?

An incident is submitted by the you, and we analyze the incident with you. An incident is either a bug, advice request or a request for enhancement (RFE).

Bugs are first acknowledged and categorized by Eyescale. Critical bugs will be fixed immediately, a time estimate is given as part of the initial response. Major bugs are fixed in the next developer release. Minor bugs are fixed based on demand and prioritization with you.

Advice consists of understanding your problem and proposing a best-practice implementation. Advice requests have to describe a concrete issue in sufficient detail. Expert advice does not cover general application design.

Requests for enhancement are analyzed, a feature (API, file format, etc.) is proposed and acknowledged by you. Eyescale gives you an effort estimate, which you can then choose to purchase the feature implementation from us, or to implement it yourself.



Included

- Private developer support
- Direct access to experts
- Advice on application architecture, tuning and porting

Not Included

- Deployment support for your customers
- Direct application debugging
- Configuration support
- Beta and svn versions

More Information

Please contact us for more information:

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