



PARAGON Software GmbH

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Technical Support Service for Paragon Protect & Restore

We would like to thank you for using Paragon Software Group products and services!

Technical support is a vital part of the total Paragon Software Group customer experience. We want you to get the most from our products long after the initial sale and installation. We are dedicated to ensure that every issue is resolved to your satisfaction. Paragon offers a suite of effective, top-quality support packages to meet your specific needs.

Extended Support

Paragon Extended Support Services minimizes effort, saves your time and resources plus increases efficiency at the same time. Dedicated support engineers will be responsible for direct assistance and guidance through all support related issues...

Enterprise Level Support

Paragon Enterprise Level Support is the ultimate level of Technical Support service. It is designed to meet the needs of large enterprise customers, specialists maintaining large systems or OEMs and all enterprise oriented developers...

	Extended Support	Enterprise Support
Availability	14 x 5	24 x 7
Access Channels	Web/e-mail/phone	Web/e-mail/phone
First Response Time	4 business hours	4 business hours
Agreement Term	Purchased service is valid for defined license term (1-3 years)	Purchased service is valid for defined license term
Editions Supported	All products that come with available Maintenance & Support	Professional and server editions along with volume licenses
Support Program Cost	Cost of Maintenance & Support	Contact us