

Symetri Support

At Symetri, we understand the importance of your investment and are therefore committed to customer support.

With over 20 years of experience in providing widely renowned, highest level of support, executed by our professionals and technical experts. Your investment is safe with us.

We offer:

- Four service levels; **Gold, Silver, Bronze and Data Management** with guaranteed response time*

Features	Gold	Silver	Bronze	Data Management
Online access to Symetri case logging system	✓	✓	✓	✓
Log cases via email	✓	✓		✓
Telephone helpdesk support	✓	✓		✓
Remote Interactive Support via GotoMeeting & TeamViewer	✓	✓		✓
Response within 1 hour	✓			✓
Response within 4 hours		✓		
Response within 8 hours			✓	
Invite to Symetri annual user conference	✓	✓	✓	✓
Data Management Support				✓

*Response time specifies the maximum time before one of our experts contacts you.

- Technical expertise in local languages (Danish, Finnish, Norwegian, Swedish and English)
- Additional Support services on request, for example On-Site Support and Scheduled technology briefings



- Telephone Helpdesk Support. Support service desk is operated within office hours during the working week. No service is available on Weekends, Bank Holidays and National Holidays.

What's covered in your contract?

Support regarding the software's activation, functionality and troubleshooting. Customer shall have knowledge equivalent to basic training on the products covered by their agreement.

What is not covered in your contract?

Training, Installations and design assistance. These services are available but for an additional charge.

Contact us for further information:
info@symetri.com

