



Technical Support & Services Guide

Last updated May 22, 2024

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Our Customers Are Our Focus

Software Pursuits is focused on helping customers solve their data replication and synchronization needs. We take great pride in developing innovative, powerful, and easy-to-use software solutions backed by expert support. This document outlines the support and services available to our customers.

Contacting Software Pursuits

Software Pursuits can be reached at:

Address

140 Chestnut Ln
San Mateo, CA 94403

Phone Numbers

Sales (United States): 1-800-367-4823
Sales (International): 1-650-372-0900 option 1
Technical Support: 1-650-372-0900 option 2

E-mail Address & Web

Sales: sales@softwarepursuits.com
Support: support@softwarepursuits.com
Knowledge Base and Support Center: <https://support.softwarepursuits.com>

Upgrade & Support Plans

An annual Upgrade & Support Plan is available for purchase to provide support services to customers. The Plan must cover all activated licenses to ensure uninterrupted access to priority technical support. Subscription licenses include the Upgrade & Support Plan.

An Upgrade & Support Plan entitles customers to the following:

- Telephone, remote meeting, and priority e-mail support during standard business hours (Monday-Friday 7:00am to 4:00pm PST). *Note: Priority e-mail means customers who have purchased an Upgrade & Support Plan will be "the first served" regarding e-mail support. As always, this is based on the volume of priority e-mails received. We will always try to respond within 24 hours.*
- Free software upgrades for the term of the plan.

The Upgrade & Support Plan is only available for workstation licenses at a quantity of 25+ licenses or if the same account also has server licenses.

Scope of Technical Support

Software Pursuits is dedicated to supporting your use of our products. Our goal is 100% customer satisfaction. We will help resolve any issue you may encounter with our software. Some instances, however, fall beyond the scope of technical support.

- Support is limited to reporting and correcting software defects. We will also help with the installation and basic configuration of our software. Providing extensive setup assistance (such as performing the complete setup for you) and training is beyond the scope of technical support. Detailed documentation and training videos are available to aid with the configuration of our software.
- Professional services are available to address more extensive training, configuration, and software administration needs. For further details, please see this document's Premium Services Plans and Implementation Services sections.
- Support cannot assist with the configuration of third-party products such as firewalls. We can provide general guidance about what needs to be done, such as opening a port, but the sheer number of these devices makes it impossible to advise on how to configure specific products.
- Some issues are beyond Software Pursuits' control. The support team will help in any way possible but cannot provide support for issues that are not directly related to our software, such as operating system issues or problems with third-party software, such as SQL server.
- We can only provide support for supported versions of our applications. Please consult the End of Life (EOL) guide for the support status of the different versions of our software. Support for versions that have reached EOL can still be found through our rich collection of online self-help resources.

Premium Services Plans

A Premium Services Plan is an annual subscription that provides your company with a block of hours per 3-month period to use for consultative purposes. Four-hour per period and eight-hour per period plans are available.

An example: If a 4-hour Premium Services Plan were purchased in March, the allocation of hours would be:

Months	Hours
March – May	4
June – August	4
September - November	4
December - February	4

Premium Services Plans are available only to customers with a valid Upgrade & Support Plan.

These plans are designed to help you realize maximum value from your investment in Software Pursuits' software. They are ideal for customers who lack the internal information technology (IT) resources to manage the solution.

Your Premium Services Plan hours can be used for tasks such as:

- Performing a health check of your environment.
- Assisting with applying the current build with your assigned technician.
- Assisting with performing a major upgrade with your assigned technician.

- Assist with moving components from one system to another, such as moving a SureSync Desktop installation to a new server.
- Performing ad-hoc training to explain and demonstrate product features you would like to learn more about.
- Train a new employee in the basics of administering SureSync or SureSync MFT.

Individual meetings have a one-hour minimum and are clocked in 30-minute increments. Unused time from one quarter does not carry over to the next quarter.

Premium Services Plan meetings are held via Zoom and are dedicated times for a technician to help you unlock the maximum value from your SureSync or SureSync MFT installation.

A scheduling link will be provided to book meetings at a time of your choosing based on availability.

Implementation Services

Software Pursuits' Implementation Services package helps you get a new deployment of our software up and running quickly and with expert guidance.

This service consists of four stages:

- **Planning:** Your assigned technician will review the specifics of what you're attempting to accomplish with the software. This will help identify what machines need software installed, how many Jobs you need, optimal settings, and more.
- **Installation and Configuration:** Once the deployment plan is developed, your assigned technician will work with you to install and configure your environment.
- **Validation:** Once the installation and configuration are complete, your assigned technician will review your environment with you to ensure that it is functioning correctly.
- **Handover:** Your assigned technician will train your team in basic product administration and turn the environment over to you.

Implementation Services ensure that your new software is implemented according to best practices recommended by Software Pursuits.

Business Hours

Software Pursuits is available Monday through Friday from 7AM to 4PM Pacific Standard Time (PST).

Self-Help Support

Software Pursuits has self-help technical support resources available 24/7 on our website.

Knowledge Base

The Knowledge Base can be accessed at <https://support.softwarepursuits.com> and includes solutions to frequently asked questions.

Product Documentation

Detailed Evaluator's Guides, online versions of the help files, training videos, and more are available at our SureSync Product Resources page at <https://support.softwarepursuits.com/suresync-documentation>.

Product resources for SureSync MFT are available at <https://www.softwarepursuits.com/managed-file-transfer/mft-resources>.

E-mail Support

Submit your request to our support team using the form at <https://support.softwarepursuits.com/kb-tickets/new>. Our response will include a ticket number that can be used via e-mail and phone to access the records of your support issue.

Telephone Support

Support is available via the telephone at 1-650-372-0900 option 2. Support is available Monday through Friday from 7:00AM to 4:00PM Pacific Standard Time (PST).

Phone support is free of charge to customers with an Upgrade & Support Plan and those on a trial.

Troubleshooting and Diagnostics

When contacting Software Pursuits for support, please provide as much detail as possible when describing a problem. Be prepared to supply us with errors/warnings from the log viewer, the Application Event Viewer in Windows, and screenshots. Without this information, the resolution of your case will be delayed because the support team member assigned to your case will need to gather such relevant information first.

Please provide the following:

- Your name and company name
- Your phone number and e-mail address
- The name of the product you're looking for support on
- The version number of the product
- The operating system and database type of the SureSync database
- A complete description of the problem, including steps to reproduce and any error messages

Software Pursuits will not close an issue until you have confirmed that the issue has been resolved. The exception is in cases of non-response. The ticket will be closed if we do not hear from you in 5 business days.

Your Responsibilities

Please respond promptly to all technical support requests so that we can resolve your issue as quickly as possible. Often, we will need additional information from you to arrive at a resolution.

If we schedule a remote support session with you in advance, the support team member will wait for your arrival for 10 minutes. If you are more than 10 minutes late, the meeting will be canceled and must be rescheduled for a future date and time. Please be on time for scheduled meetings.

We aim to respond to all customers with an Upgrade & Support Plan within 24 hours.