

## SCLLogic Software & Technical Support

For daily users of SCL*Intra*, SCLLogic knows that system reliability and peak performance are crucial to your business success. Over the years, we have learned through responding to thousands of customer support calls that immediate access to the technical resources in a systems emergency and regular telephone assistance to maintain system uptime is essential. With the knowledge that you might need our assistance “right now”, SCLLogic offers clients the guaranteed availability of our expertise through annual support contracts.

### Technical Support Features and Benefits

- Assistance with disaster recovery – including viruses and hard disk failure
- End user WebEx and diagnostic assistance sessions
- Hardware debugging – problems with scanners, mobile computers, and printers
- In-Version update installations / Installation debugging
- System configuration / IT concerns and questions
- Changes to software configuration – import recipient list, change user definable fields, add new users, software backup recommendations
- Assistance with hardware system upgrades and recommendations for expansion
- Methods to modify report templates or create new reports to support management decision making (SCL*Intra* Enterprise)
- Online access to all SCL*Intra* manuals
- Knowledge Base Access
- Eligibility to participate in SCL*Intra* Beta programs
- Monthly SCLLogic Newflash & Tech Tips
- Account Case History Reports
- Live Technical Support Hours 8am to 8pm EST
- Guaranteed response and solution times proportional to problem severity
- Direct access to SCL*Intra* software development staff
- Discounted on-site technical support visits

### WebEx Services

WebEx is an internet conferencing service used by SCLLogic to provide technical support and training to customers. While speaking on the telephone, customers and SCLLogic “meet” at SCLLogic's WebEx website. Here, users can either view a live demonstration by us or allow SCLLogic to take control of the SCL*Intra* application remotely, enabling us to troubleshoot and answer questions using real data.



### About SCLLogic, LLC

SCLLogic is the leader in package tracking solutions. We design, develop, deploy and support our software, SCL*Intra*. With prompt, live technical support, we are responsive people you will enjoy working with now and in the future. SCL*Intra* Enterprise Package Tracking Solutions are available for purchase or lease; on premise or hosted; you decide, we deliver.

