

A Group Company of MITSUBISHI ELECTRIC

# Benefits of Your ICONICS Support Plan

## Get the most out of your investment in ICONICS products

ICONICS SupportWorX Technical Support Services Plans are a key component of ICONICS' Global Support and Services Programs. Your success is our priority. By renewing today, you'll enjoy continued access to all your SupportWorX Plan benefits, including expert assistance from our Technical Support team, priority access to new product releases and maintenance updates, convenient access to our knowledgebase, other tips from the ICONICS community, and much more.



# SupportWorX

The ICONICS Global Support and Services team strives to deliver the best support available for your Industrial Automation projects. SupportWorX provides access to the ICONICS Customer Connection Portal for the latest service packs and information you need to keep your system in top running order, continuous technical support, 24 x 7 Emergency Support options, license replacements, ensured cybersecurity, and Training programs for ICONICS users, system integrators and sales channels.

## Global Tech Support

ICONICS customers may obtain technical support in several different ways. First-Line Support is through your local ICONICS representative or distributor. ICONICS representatives and distributors are among the best in our industry. These organizations work very closely with the main ICONICS support center to resolve customer issues.

ICONICS Global Support Center Engineers undergo intensive classroom training and spend valuable time in our test laboratories, gaining hands-on experience before joining our technical support group. SupportWorX Standard and Premier Plan customers can especially take advantage of our Global Support Centers, as they have the ability to call any of the ICONICS Global Support Centers directly during normal business hours.

ICONICS also has three primary telephone support centers around the world. As well as email, voicemail or online contact options.

### 24 x 7 Emergency Support Option

Customers paying for Standard, Premier or Subscription SupportWorX Plans are entitled to purchase optional after-hours emergency telephone technical support day and night around the world 24 hours a day, seven days a week.

### Quality Professional Services Support Option

Occasionally applications require customization or specialized startup assistance. In these situations, SI's can work directly with applications engineers from the ICONICS Quality Professional Services (QPS) team to receive the services of a highly skilled team of application Support Engineers.

## Lose Your License?

ICONICS is dedicated to replacing your lost software key or damaged hardware key as quickly as possible. ICONICS will replace lost software keys or damaged hardware keys free of charge for 90 days from date of product shipment. Thereafter, ICONICS will only replace lost software keys or damaged hardware keys when a valid SupportWorX Plan is in place.

## Product Upgrades & Critical Fixes Rollup

Customers with a SupportWorX Plan are eligible to receive product upgrades within the same ICONICS product family. Thoroughly tested to ensure compatibility and stability, users are encouraged to install each operating system update and Critical Fixes Rollup for their release whenever possible for the best experience and reassured cybersecurity.

## Choose the SupportWorX Plan that Fits Your Needs

We value your project and understand that full, comprehensive support is just as important to you as the high-quality product you have purchased from ICONICS. A range of SupportWorX plans is available as an annual prepaid plan to ICONICS customers.

Choose from the full service Premier SupportWorX Plan, a Standard SupportWorX Plan, the simple e-Care SupportWorX, or opt for a subscription to ICONICS software, which includes the SupportWorX for Subscriptions Plan.

### e-Care

The SupportWorX e-Care Plan provides Support Case Initiation via the ICONICS Community Portal (ICP) Web Form in addition to technical support from local sales channels.

- Update Releases (Z)
- Critical Fix Rollups
- License replacement services
- ICONICS Community Portal access

### Standard

The SupportWorX Standard Plan provides telephone technical support from the customer's regional ICONICS Global Support and Services Center.

- Enhancement and Update Releases (YY.Z)
- Critical Fix Rollups
- License replacement services
- ICONICS Community Portal access
- Invitation to ICONICS Beta Programs

Optional purchases for SupportWorX Standard Subscribers:

- 24 x 7 Emergency Support. Refer to local sales channel for fee amount
- Annual Test/Development Subscription at 20% of the list price of the products included

### Premier

The SupportWorX Premier Plan covers all active products for an End-User. It provides telephone technical support from any ICONICS Global Support and Services Center worldwide.

- Major, Enhancement, and Update Releases (XX.YY.Z)
- Critical Fix Rollups
- License replacement services
- ICONICS Community Portal access
- Invitation to ICONICS Beta Programs
- 30% discount on ICONICS Training Classes
- Synchronized Renewals
- Free support for new licenses purchased after the first anniversary date through the following annual renewal date

Optional purchases for SupportWorX Premier Subscribers:

- 24 x 7 Emergency Support at a discounted price
- Annual Test/Development Subscription at 10% of the list price of products included in a system
- Annual ICO360-EndUser license for Test/Development with a standard license profile for one server
- Prepaid Application Services. Purchase 40 hours at a discount

### Subscription

The SupportWorX Subscriptions Plan includes telephone technical support from ICONICS Global Support and Services Centers worldwide.

- Enhancement and Update Releases (YY.Z)
- Critical Fix Rollups
- License replacement services
- ICONICS Community Portal access
- Invitation to ICONICS Beta Programs
- 30% discount on ICONICS Training Classes

Optional purchases for SupportWorX Subscription Subscribers:

- 24 x 7 Emergency Support. Refer to local sales channel for fee amount
- Annual Test/Development Subscription at 20% of the list price of the products included

* ICONICS software version numbers are in the format of XX.YY.Z.

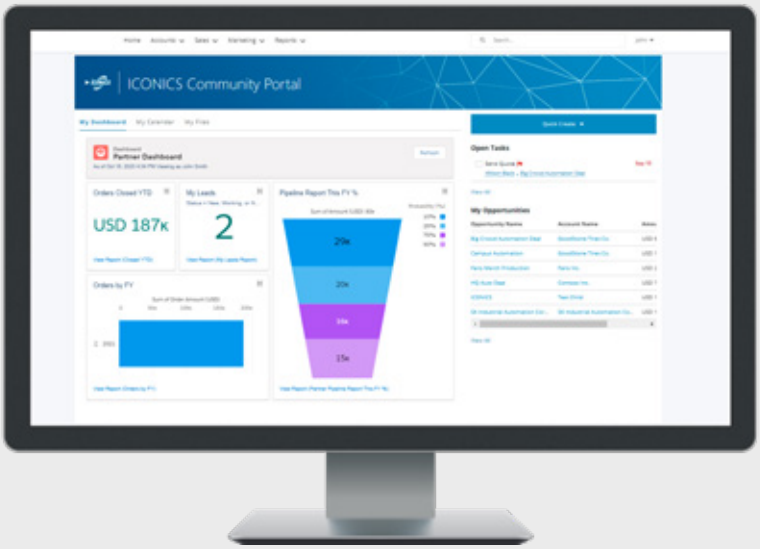
- XX digits are the Major Release version number.
- YY digits indicate an Enhancement Release,
- Z digit indicates an Update Release

## Training Classes

An investment in ICONICS training will save a great deal of time in the long run. ICONICS training classes are packed with hands-on, in-depth interaction with the products. Tips and shortcuts offered by ICONICS' expert instructors will help you quickly and efficiently develop your applications.

Product training is offered in various formats to cater to the varying needs of our customers and partners – from online instructor-led courses, to self-service how-to videos, to full classroom training in professional training centers around the world, the choice is yours.

**Training**




## Community Portal

ICONICS has developed the ICONICS Community Portal as a knowledgebase for all of your support needs. Here you can search the ICONICS Knowledgebase, review Application Notes, watch videos on various ICONICS products, visit the Customer Forum, download software updates and products, open a new Tech Support Case, and see Frequently Asked Questions. You can also see your active SupportWorX Plans and your Support Cases.

Your success is our priority.

ICONICS Global Support and Services programs are supported by ICONICS offices around the world with our network of sales channel distributors and representatives, with local and regional locations for frontline service.

Expert assistance is just a phone call or a click away.

**Support**



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