

Upgrades

At IGear, we are constantly updating our software. Updates typically contain fixes and feature enhancements. Software products covered in this Program include:

- Connect
- SQUEAKS
- SQUEAKS PI & Assist
- Insight

Included are regular email updates about new releases, features, tech tips, training schedules, and more. IGear engineering services, requested by the customer, to install the IGear software updates and upgrade the production systems will be quoted separately and delivered within the context of an agreed upon scoped project.

Technical Support

At IGear, we strive to deliver best-in-class support at the most competitive price. Our Customer Success Team will help troubleshoot problems, provide advice on best practices, shorten your development cycle, and keep your plant running at optimal levels.

Standard Technical Support includes the following services, to cite a few:

- Unlimited assistance to admin teams and technical personnel on how-tos, troubleshooting, and investigation of performance degradation issues and potential bugs.
- Unlimited assistance (consulting, not actually doing the work) to admin teams and technical personnel for server OS upgrades (excluding hardware migrations or restoration of system components due to hardware failures, viruses, etc.).
- Standard support does not include customer scheduled support activities or "retainer - on call" requests for specific time-frames. These types of activities are considered quoted engineering services.
- Response time of 1-2 business days. Support is a limited resource, and we want to keep your annual cost for Support to a minimum. IGear's Standard Support does not impose any arbitrary time limits or incident/cases that you can initiate in a given year.

Emergency or 911-Level Technical Support, however, is for urgent matters involving "system down" concerns where Production is directly affected. For these concerns, you may request an immediate response from the IGear Customer Success Team of less than 2 hours – regardless of the time of day, or day of the week, holidays included. For these emergency situations mandating a 2-hour response, where the root cause of the issue did not originate within the IGear software, IGear will invoice at \$300 per hour, with a minimum billable time of four (4) hours, per incident. Should you desire the IGear team to come on-site; travel and living expenses will be invoiced at IGear's cost.

A secure, remote connection to IGear-related servers is required for Technical Support.

Training

Training includes access to regularly scheduled training courses at IGear's Tech Center in Louisville, KY. Training events are in-person, interactive, and vary in duration depending on the curriculum. Training also includes access to our online, micro-learning platform.

Onboarding & Optimization

Onboarding is a process in which new admins of IGear software acquire knowledge and best practices to apply the software platforms to specific use-cases they are interested in. On-boarding is a technical engagement to prove-out concepts and test the software.

Optimization is a process to ensure that production-ready systems are fully utilizing all available features to deliver the best possible overall system. The objective of Optimization is to create a showcase implementation that achieves the intended business goals and ROI.

Accessing Technical Support

Phone

For Emergency 911-Support, please call our 24-hour Call Center at 1-800-407-0458 (USA & Canada) or +1 (813) 882-5809 (International). This same telephone number can be used to initiate a Standard Support case too, if preferred.

Please provide the following information to the Call Center staff:

- Severity of the problem (please make clear if your call is an emergency/urgent matter - requiring a 2-hour response).
- Company name and location
- Contact name, phone number, and email address
- Description of the problem and any comments that may lead to a quicker resolution.

Email

Emails and Web Forms are for Standard Support Only. For non-urgent Support matters, please send an email to support@igear.com

Please include the following information in your email:

- Company name and location
- Contact name and phone number
- Description of the problem and any comments that may lead to a quicker resolution.
- Include any attachments or screenshots.

Website

Visit <https://support.igear.com>

- Click on "Support Request" in the upper right corner of the page and complete the form.