

The purchase of the inter:gator-license is binding to the signing of the maintenance – and support contract. In the following, a description of the scope and organization of the services is to be found.

general:information

The inter:gator maintenance contract applies for one year and is automatically renewable as long as the customer cancelled the contract four weeks before expire date.

Each inter:gator maintenance contract implies the right to get Updates and Patches for the licensed components.



standard:support

- Updates and Patches for licensed components
- Login on our Service Portal
- 5x8 recall during regular business hours within 8 hours (Central European Time)
- Support by Phone, E- Mail and Remote- Administration

premium:support

- Updates and Patches for licensed components
- Login on our Service Portal
- 5x8 recall during regular business hours within 8 hours (Central European Time)
- Support by Phone, E- Mail and Remote- Administration
- On-Site Support
- Optional: 24*7 recall within 24 hours

service:requests

All service requests will be recorded in our inter:gator service department, unless the contract provides otherwise.

Service Portal: <http://service.intergator.de>

E-Mail: service@intergator.de

Phone: +49 351 318 09 64

All Service- and Support cases will be handled independently from type and entrance in our Ticket system. The customer can control the advanced editing with his personal login data in our Support Portal.

train:ing

To guarantee an efficient use of our platform, we suggest to visit our training courses. The training courses will be carrying out online or in Face to Face- Workshops

- E-learning package
- Face to Face training
- Workshop in inter:gator training-center