

intergator:

Service & Support

When purchasing an intergator license it is mandatory to sign up for the maintenance- and support contract. The intergator team is available to support you in case of questions and problems after the implementation of intergator. Upon request, trainings can be provided apart from the classic service & support.

The intergator maintenance contract applies for one year and will automatically be renewed if it is not cancelled four weeks prior to the expiration date. Each intergator maintenance contract implies the right to get updates and patches for the licensed components. In the following, a description of the scope of the services for each package is displayed.

■ Support-Portal*: <https://service.intergator.de/>

■ E-Mail: service@intergator.de

■ Phone: **+49 (0)351 318 09 555**

*You can address your service requests during weekdays
from 9:00 am to 5:00 pm CET (excluding public holidays)*

* All service- and support cases will be handled independently from type and entrance in our ticket system. Customers can control the advanced editing with their personal login data in our support portal.



Our service at a glance:

Basic Support

- Provision of updates and patches for licensed components
- Access to the service portal
- 5x8 recall during regular business hours within 8 hours (Central European Time)

Standard Support

- Provision and installation of updates and patches for licensed components
- Access to the service portal
- 5x8 recall during regular business hours within 8 hours (Central European Time)
- Support by phone, email and remote administration

Premium Service

- Provision and installation of updates and patches for licensed components
- Access to the service portal
- 5x8 recall during regular business hours within 8 hours (Central European Time)
- Support by phone, email and remote administration
- On-site support
- Optional: 24*7 recall within 4 hours