



## Keep your SANAKO Study Learning Environment Running Smoothly

# **SANAKO Helpdesk and Software Maintenance**

### **Versatile support service**

Sanako Helpdesk offers fast and efficient support for users of Study 500 and 1200 as well as other Study extension modules. SANAKO Helpdesk service operators will provide technical assistance, assess support needs and use troubleshooting techniques to diagnose and solve problems based on your individual needs.

### **Easy to contact**

The Helpdesk can be contacted by telephone or email, and soon Skype and MSN Messenger services will be added, offering you the versatility and freedom to make contact in any way that best suits you.

### **Instant availability**

SANAKO Helpdesk can be contacted during normal office hours in Europe, Africa and the Middle East\* – help is available quickly when needed. No extended IT down time and no cancelled classes result in more effective teaching and most importantly: a more efficient learning environment.

\* Contact your local partner for service hours or visit SANAKO support online at [www.sanako.com/support](http://www.sanako.com/support).





## SANAKO Helpdesk in a nutshell

### Many Service Options

- Answering customer calls and emails requesting technical assistance
- Assessing and managing support needs
- Troubleshooting to diagnose problems
- Solving problems instantly during calls whenever possible

### Customers Always Win

- No IT down-time – more time for efficient and productive teaching and learning
- Less need for on-site IT-support – lower IT-costs
- Easily accessible helpdesk – less effort in making contact
- Quick handling of problems by phone or email – saves time
- Full utilization of investment

### Always within Reach

- Dedicated support phone number
- Email
- MSN Messenger (in the future)
- Skype (in the future)

### Extensive availability

- Services are available at convenient office times in most EMEA time zones. Please see Sanako website for your local service hours.

### Flexible contracting

Maintenance contract:

- 1 or 3 years
- Includes software maintenance and access to Sanako Helpdesk
- Mandatory for 1 year period upon purchase of software license

## Invest in SANAKO Software Maintenance

SANAKO Software Maintenance is one way that SANAKO works to ensure long-term customer success and satisfaction as they use their Study teaching solutions. By purchasing Software Maintenance, owners of Sanako products can receive product upgrades that become available during the coverage period.

Software Maintenance can be purchased for 1 or 3-year periods, depending on the product. Customers who purchase it know exactly how much they are spending on keeping their technology current - there will be no un-budgeted expenses associated with keeping the software up-to-date over the coverage period.

New version releases and upgrades will be provided and authorized to all Software Maintenance customers during the coverage period as soon as they become commercially available.

### Clear savings with multi-year software maintenance

- Purchasing Software Maintenance is less expensive than buying new release versions
- Decreases administrative costs
- Less hassle in keeping track of software versions and upgrades
- Reduced Total Cost of Ownership (TCO)
- Peace of mind
- Software Maintenance can be purchased for an annual fee, so budgeting is easy and predictable

