

Support Plans

DAVANTIS

—
Basic
Plus
Business

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...

We have upgraded
our technical
support service

We are still here for
you, every step of the
way, in every phase
of your project

Choose the plan that best suits your needs!

Communication channels

From Monday to Friday from 9 am to 6 pm

Support with no time limit

Access to senior engineers

Remote connection to the installation

Guaranteed response within six business hours

Updates to the new versions

Access to software licences



Basic

Plus

Business



*Support plans are annual subscriptions per installation.

→ Basic Plan



Communication channels



Unlimited support



From Monday to Friday **9 am to 6 pm**

Free technical support plan

The Basic technical support plan includes unlimited free customer services to

With DAVANTIS you are never alone

sort out users' issues by phone or email.

Our team of engineers will deal with all your questions from Monday to Friday during office hours 9 am to 6 pm GMT+1.

→ Plus Plan



Communication channels



Unlimited support



From Monday to Friday **9 am to 6 pm**



Valid for **12 months**



Access to **senior engineers**



Remote connection to the installation

Senior engineers and remote connection

Let our team of experts sort out you with your installation. Under the Plus technical support plan we will connect to your installation

Put your installation in our hands

remotely whenever you like and with no time limit. Our team of senior engineers is at your service.

→ Business Plan



Communication channels



Unlimited support



From Monday to Friday **9 am to 6 pm**



Valid for **12 months**



Access to **senior engineers**



Remote connection to the installation



Guaranteed response **within 6 business hours**



Updates to the new versions



Access to **software licences**

The most comprehensive plan. Don't you worry about a thing!

Let our experts take control and support you at all times. The Business technical support plan is the

Upgrade to the new versions and features

plan that gives you 100 % peace of mind.

We will sort out your incidents within six hours. We also connect to your remote installation, and you will get all our updates, new versions and software features. This plan also includes software licences.

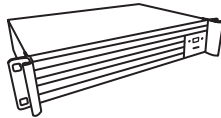
→ Welcome Plan

...

Free Business Plan
included when you
purchase a Daview or
DFUSION solution



MINI
Valid for **3 months**



S/LR and DFUSION
Valid for **6 months**

Activate your plan on our
website www.davantis.com

We are invested in the
success of your project.
All your new installations
will be covered by the
advantages of our
Business Plan.



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