# ACDI Enterprise Support

## The Offer:
24/7 support is now available to purchase from ACDI Professional Services.

## Benefits and What's Covered:
An increased availability of technical support to minimize downtime and increase productivity.

## How to purchase:
Please reach out to your ACDI representative for pricing and availability.

| Support Service Entitlement | M&S Plus 24/7 |
|---|:---:|
| Email support during normal business hours | ✔ |
| Phone support available 24/7 | ✔ |
| Accessibility to all applicable software updates | ✔ |
| Real Time Support | ✔ |
| Server-side software upgrade assistance | ✔ |
| Annual dashboard training | ✔ |
| One time print data audit | ✔ |
| Re-embedding MFD reset due to hardware failure | ✔ |

## How to use:
The end-user will contact the software support phone number 1.800.290.3227 outside of normal business to engage the ACDI support team.

## Problem Acknowledgment:
ACDI will respond to the ticket within 2 hours.

## Problem Resolution:
ACDI will work with the customer to troubleshoot the issue with the goal of restoring the systems to a steady and working state. If the problem can't be resolved due to a bug or other circumstances the support team will log an issue which will be triaged the next working business day.

## Service Exclusions:

The following services are not provided with an ACDI Support Agreement

- Technical support resources to install or migrate to different servers. Other Professional Services packages can be purchased to provide installation, training, or configuration of additional features of the software

- Maintenance and Support Services do not extend to issues with end-user networks or infrastructure, end-user hardware, or issues with third-party integrations

- Reconfiguring an MFP as a result of hardware replacement

- Installing printers, drivers, and client software on user workstations

## Terms & Conditions for SLAs

*ACDI shall not be responsible for the failure to meet a Service Level commitment if the failure is caused by: (i) any breach or non-compliance, or the negligence or intentional acts or omissions of an end-user or its employees or agents; (ii) a fault with any equipment, software or systems not furnished by ACDI, (iii) problems, or configuration or integration issues with end-users own systems, computers or network facilities, (iv) unavailability of the internet or failure of communication networks or power services.*