

SUPPORT PLAN

SUPPORT OVERVIEW

Mobilize technical support solutions help ensure that you maximize your Mobilize investment from implementation through to your on-going support requirements. Our support packages offer email-based support, incident based- support via email and phone as well as premium options for after hours support.

It is our commitment to solve your Mobilize product issues quickly and completely to get you back to business fast.

MOBOLIZE SUPPORT PLANS

Basic Technical Support Plan

Our Basic technical support plan covers your Mobilize free trial period. The trial package covers email-based support and is available for the first 30-days immediately following your Mobilize license registration.

Standard Technical Support Plan

The Standard support plan is a cost-effective option for organizations with limited support requirements. The plan is set up on a per incident basis. Incidents in the Standard plan are managed and tracked via email.

Premium Technical Support Plan

The Mobilize Premium technical support plan offers email-based and phone-based services for organizations with more extensive support requirements. Our technical support experts are available for incident-based support during normal business hours. After hours support is also available for purchase with Premium plans.

Support Offering	Basic	Standard	Premium
Access to online Knowledge Base	✓	✓	✓
Email-based incident tracking		✓	✓
Phone-based option to submit technical support incidents			✓
After hours support access			Add-on

SUPPORT HOURS

The Mobilize technical support team is available Monday through Friday from 9am to 5pm Pacific Time.

FIND OUT MORE

For more information about Mobilize technical support plans and pricing, email sales@mobilize.com and a sales representative will contact you to discuss your Mobilize options.