

Support Subscription

Finding experienced and dedicated support staff for your website can be challenging. At Enfold Systems, we provide flexible yet professional support for Enfold software based sites.

- 1 year of access to new releases, security fixes & web-based support
 - Unlimited number of support incidents
 - 2-business-day response
 - 4-business-hour response with phone access for severe incidents
 - 8 am. to 6 pm. central time, Monday – Friday, excluding US holidays

	Supported	Not Supported*
Incident types	<ul style="list-style-type: none"> • Installation & Configuration • Use • Diagnosis • Bug fixes / patches / updates / upgrades 	<ul style="list-style-type: none"> • Code / product / application development • System / network design • Security policy development / implementation • Workflow development / implementation
Product types	<ul style="list-style-type: none"> • Current Enfold commercial products (Enfold Server, Enfold Proxy, Enfold Desktop) with active subscription • Phone version included with Enfold Server • Phone add-on products included with Enfold Server 	<ul style="list-style-type: none"> • Modified / non-included code / products • Products with expired subscriptions • “Sunset” / Beta / Release candidate Enfold product versions • Open-source Enfold products (unless included with Enfold Server)

** Available for additional hourly charges, with priority scheduling - contact us for more information.*