Legendary Support and Powerful Updates

Your company's success depends on access to the latest software innovations and high-quality support, whether you're running a microbusiness or supporting a multinational enterprise. BarTender Maintenance and Support ensures that you get the most out of your software investment.

And because of our commitment to your success, the first year of Standard Maintenance and Support is free with every new purchase of BarTender 2019.

Your active Maintenance and Support plan gives you access to exclusive customer benefits:

With Active Maintenance and Support	Without Active Maintenance and Support
Legendary Live Support Our worldwide team of experts is just a phone call, chat, or click away to make sure BarTender drives your business at full speed.	**Free Support** Email and self-service online support (forums, videos, technical articles). Email is prioritized after customers with Maintenance and Support.
Free Version Updates Future-proof your labeling operation and take advantage of the latest product improvements with access to free BarTender version updates.	**No Version Updates** Customers without active Maintenance and Support must purchase new versions at the current price.
Edition and Printer Upgrades Expand your BarTender system as your business grows by adding printers or upgrading to more powerful editions.	**No Edition and Printer Upgrades** Edition upgrades and printer add-ons are available only with an active Maintenance and Support plan.

Enterprise Edition customers can also add Premium 24/7 Support, with priority support around the clock and a 2-hour guaranteed initial response time. Buy and use BarTender with confidence knowing our team of legendary support technicians are ready to assist you.

SAP® Certified
Integration with SAP Applications

ORACLE Gold Partner

aim

GS1 US Solution Partner

Windows 10 Compatible

BarTender Technical Support Policies

Our Technical Support staff consists of well-trained, friendly support agents around the world. All our agents read, write and speak English, but we also provide support in Spanish, German, French, Japanese, Chinese and more.

We offer several support packages to meet the needs of your business and offer assistance with troubleshooting, break-fix requests, feature requests and other product related issues.

	Free	Standard	Premium
Online Coverage	✓	✓	✓
Coverage Hours	Online	Business Hours	24 x 7 x 365
Community & Knowledge Base	✓	✓	✓
Email Support	✓	✓	✓
Phone Support	✗	✓	✓
Chat Support	✗	✓	✓
First-Reply Time Guarantee	✗	24 Business Hours	2 Calendar Hours
Price	Free	20% of current BarTender list price	Additional 10% of list price
Eligible Editions	All	All	Enterprise

Support Covers
▸ Problems and defects in the software
▸ Installation and activation assistance
▸ Basic configuration issues
▸ Basic "how-to" and usage questions

Support Does Not Cover
▸ In-depth product training
▸ Consultation and implementation assistance
▸ Recommendations on printers, scanners and other 3rd party hardware and software

Response and Resolution Times
Initial response times vary based on the level of support and the severity of the issue. Our published response times apply to English-language requests for High and Urgent severity issues.

Due to the nature of software support, we cannot guarantee full-resolution times. We strive to provide regular updates to ongoing issues and will always attempt to find a satisfactory workaround to all product defects until a full fix can be released.

Priority Levels
All support issues are triaged and assigned a priority:

▸ **Urgent:** Critical issues that have caused production printing failures in one or more facilities
▸ **High:** Intermittent issues affecting production printing or urgent issues where a workaround has been found
▸ **Normal:** Issues that do not affect production
▸ **Low:** Routine questions and usability issues

Business Hours – All offices observe local holidays.

Software Versions
Technical support for a version of BarTender is offered for four years after the date the next version is released. Our full product lifecycle and currently supported versions can be found here:

https://support.seagullscientific.com/hc/en-us/requests/new

SAP® Certified
Integration with SAP Applications

ORACLE Gold Partner

aim

GS1 US Solution Partner

Windows 10 Compatible