![BarTender by Seagull Scientific]

BarTender® Maintenance & Support

Global protection for your labeling investment

Maximized uptime

Our global support experts provide timely responses to resolve issues quickly and mitigate potential disruptions, along with add-on advanced services for mission-critical environments.

Speedy implementation

We expand your in-house resources with quick access to technical experts, who can assist with licensing, activation, installation troubleshooting, and online resources that can help you set up and configure your new labeling solution.

Personalized, expert assistance

We provide the industry's most personalized support. Access live support channels (phone and chat) in your preferred language* around the world. Available 24/7/365 support add-on for mission-critical assistance anytime.

Premium Support

► Minimized disruptions with 24/7/365 live support, including after business hours, weekends, & holidays

► Escalation prioritization to senior technicians for critical or complex support issues

► Guaranteed 1-hour priority response to ensure business continuity of your mission-critical labeling

Standard Support

► Gain access to live technical support channels, including phone and chat

► Free software updates to stay current with the latest features and security enhancements

► Expand your in-house resources with licensing and activation assistance, diagnosis and support, and more

Essential Support

► Get answers to your labeling questions with online resources, including knowledge base and community forums

► Web-form/Email support when you need extra assistance

► Only available in BarTender Cloud™

"BarTender provides peace of mind. Whenever there is an issue, BarTender's support team always solves it quickly."

– Yaskawa

"Printing is mission critical for Zimmer Biomet, and the response time we are experiencing is nothing like we've ever seen before."

– Zimmer Biomet

www.seagullscientific.com

Included in BarTender support levels

	Essential	Standard	Premium
Free product updates	✔	✔	✔
Knowledge base	✔	✔	✔
Staffed community forum	✔	✔	✔
Email/web-form support	✔	✔	✔
Live phone support		✔	✔
Live chat support		✔	✔
Licensing and activation assistance		✔	✔
Supported languages*	English	English, Spanish, Chinese (Simplified & Traditional), Japanese, French, and German	English, Spanish, Chinese (Simplified & Traditional), Japanese, French, and German
Support availability	Business hours	Business hours	24/7/365
Weekend and public holiday support			✔
Guaranteed 1-hour response time for business critical issues			✔
Escalation prioritization to senior technicians			✔
Eligible Products	BarTender Cloud	BarTender Software BarTender Cloud	BarTender Software (Professional, Automation, Enterprise) BarTender Cloud

Support available in the following languages without support response time targets: Spanish, Chinese Simplified and Traditional, Japanese, French, and German.

Additional BarTender services
For needs that are not covered by our support services, our BarTender Professional Services team has you covered so you can deploy with confidence.

► Introductory and in-depth training

► Consultation and implementation assistance

► Tailored third-party application integrations

BarTender®
BY SEAGULL SCIENTIFIC

Contact your authorized BarTender reseller or Seagull Scientific sales representative to get started, renew, or learn more about our Maintenance & Support services.

www.SeagullScientific.com