Orchestrator Maintenance

Orchestrator Maintenance is charged in addition to the software license costs and provides the following annual benefits to users.

These facilities will not be available for users without a valid Maintenance contract, details of which may be requested upon each support enquiry.

1. Technical Support

> ➤ Telephone support from MSL during UK working hours

> ➤ Fax support from MSL

> ➤ Email support from MSL

We will endeavour to resolve all items of support related to Orchestrator installation and use within **24 hours**.

Each call is logged so that the response is monitored in our support database and prior information can be accessed by any of our in-house support staff.

2. Product Updates

Orchestrator is regularly updated and bug fixes are issued with each new version release.

Customers in maintenance are entitled to:-

♦ Major updates free of any further charge upon release

♦ Minor or bug related updates on an as needed basis for priority one problems inhibiting system functionality.