

Maintenance & Support

Data Sheet

How It Works:

Pano Logic offers a wide range of Maintenance and Support options to ensure your virtual desktops are up and running and that they stay up to date with the latest improvements in Pano Logic's technology.

Maintenance provides you with access to all major and minor updates and upgrades of the Pano Logic software, ensuring you have access to the latest versions, with notifications emailed to you upon each release.

Paid support options include online, email and phone help from our Customer Support staff with via optional paid per incident and subscription choices. Free Basic Support provides access to our online documentation and release notes, along with a knowledgebase that can help you quickly identify and solve any deployment issues.



What is Included:

Different options are available for Pano Logic Maintenance & Support, depending on your needs:

Basic Support & Maintenance – included free in each Pano System purchase:

- Online Basic Support resources available free to every customer.
- One year of Maintenance providing all major and minor Pano System software updates.

Per Incident Support – \$249 per incident:

- Optional support service purchased when support need arises.
- Provides 11 x 5 access via phone and email to Customer Support staff.
- Each Incident covers resolving a specific problem, even if that requires multiple contacts or calls with Customer Support. If due to a product defect, no charge will be incurred.

Premium Enterprise / Standard Support & Maintenance Subscription – \$49 per seat per year:

- Optional subscription providing complete Support & Maintenance coverage.
- Premium Enterprise Subscriptions include up to 50 support cases each subscription year, and Premium Standard Subscriptions include up to 10 support cases per year.
- Provides 11 x 5 access to Customer Support staff via phone and email and Maintenance delivering all major and minor software updates during subscription term.
- Also provides advance replacement shipping for Pano hardware warranty replacements.
- Sixty day Premium Subscriptions with unlimited support cases included with all Starter Kits.
- Available in one year or discounted two, three and five year terms.
- Must be purchased for all Pano seats at customer site.

Maintenance – \$20 per seat per year:

- Optional subscription Maintenance service providing all software updates and upgrades
- Initial year of Maintenance is included free with each Pano System purchase.
- Maintenance renewals extend access to Pano System software updates after initial year.
- Available in one year or discounted two, three and five year terms.

Advanced Warranty Replacement – \$5 per seat per year:

- Optional subscription service providing advance cross-shipping of hardware warranty replacements for Pano Zero Clients, including free shipping.
- Extends access to updated Pano System software after initial year included in purchase.
- Available in one year or discounted two, three and five year terms.

Summary of Support and Maintenance Options:

Option ↓	Provides →	Email/Phone Support	Software Updates	Free Warranty Cross-Shipping	Online Support Resources
Premium Enterprise Subscription		50 cases/year	Yes	Yes	Yes
Premium Standard Subscription		10 cases/year	Yes	Yes	Yes
Per Incident Support		1 case	No	No	Yes
Advance Warranty Replacement		No	No	Yes	No
Maintenance		No	Yes	No	No
Free Basic Support		No	No	No	Yes

Key Benefits:

Pano Logic Maintenance and Support options provide the critical resources and assistance needed to successfully deploy and support your Pano System virtual desktops.

- **Keeps your installations up to date with access to the latest software releases**
- **Provides prioritized access to our experienced Customer Support staff**
- **Per Incident support allows you to limit costs just to critical support requests**
- **Premium subscriptions ensure predictable support and maintenance costs**

How to Get It:

Most of our Maintenance and Support options can be purchased at the time of your Pano System purchase or later as your deployment expands and support needs grow. To check on your status or get a price quote contact Pano Logic Sales via email at sales@panologic.com or by phone at 650-454-8940 or toll free (US and Canada only) at 877-677-PANO (877-677-7266).

If you need support, please check the online resources at help.panologic.com and search the knowledgebase or submit a support case request at support.panologic.com.

How to Access Support:

Online Maintenance and Support resources (some of which require access credentials) include:

- Downloads of current and past Pano System software: download.panologic.com
- Starter Kit installation and evaluation checklist: www.panologic.com/starter-kit
- Pano Express installation checklist: www.panologic.com/pano-express-checklist