



Product Description

Support Services

Description

Renewed annually, **XTRAX Support Services** provide on-going, post-installation technical support for **XTRAX Tracker** and **XTRAX WEBView** products. Each product is separately priced.

Features

XTRAX Support Services are available, *by phone*, from 9 AM to 5 PM EST Monday through Friday, excluding Winthrop Technologies holidays. In the case that a support technician is not immediately available to respond to a call, Winthrop Technologies will make every attempt to return the call within 1 business day.

XTRAX Support Services are also available, via the *Internet*, 24 hours per day, 7 days per week. These support services take the form of *FAQS* (frequently asked questions), tech tips, program fixes, etc. Customers wishing to contact Winthrop Technologies via e-mail may do so at techsupport@wintec.com

XTRAX Support Services also include any minor software updates announced and delivered within the term of the support contract.

Professional Services

Description

XTRAX Professional Services provide the program customization and process consulting services to ensure long-term, successful use of the **XTRAX** family of products.

Features

XTRAX Professional Services may include customization of one or more **XTRAX** modules to better meet the unique needs of a customer's operating environment.

In other cases, **XTRAX Professional Services** may involve professional consulting services around processes in the warehouse, within order entry or on the show floor, or for defining a customer's networking and information systems requirements in support of **XTRAX** products installations, or for additional user training.



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