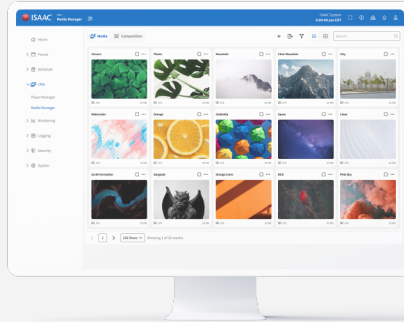




Support & Subscription

Get the peace of mind you deserve with a dedicated Software Support and Subscription package.



Service and support from the people who know your ISAAC product best.



Technical assistance for both the ISAAC web application and the underlying virtualization and hardware platform.



Ticketing system insures that your requests are logged, tracked and readily available for you to review.



Direct escalation to our developers and/or engineers if required for fast and efficient issue resolution.



Security

Security patches and other corrective updates are made available to you immediately so your system is always up to date.



Free Upgrades

Major upgrades are automatically offered for free as part of our Subscription service, and we'll assist during deployment.



VM Licensing

Our Support and Subscription packages also includes direct support and upgrades from our virtualization technology partner VMWare.

Reinstatement options for customers with inactive SnS contracts include additional fees. Smart Monkeys, Inc. does not provide a return/cancellation option for support purchases. All purchases are final.