Pro-curo Software Ltd

Looking after you and your samples

Software Support Contracts

What makes us different....

We are focused on looking after our customers and their samples in a way that no other software supplier is offering. We offer two versions of support contract each having a list of features that offer the appropriate level of support you need.
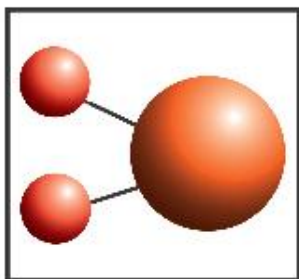
With quicker access to support and dedicated engineers waiting to help you solve any issues you face, Pro-curo Software Ltd's support contracts will give you the confidence that the information you record on your samples is here to stay.

Standard Support Contracts includes the following services

- Online user forums including facebook and twitter
- Telephone support Between Monday and Friday 9-5.
- Services such as net viewer to guide you through technical issues
- Maximum of 4hrs on site assistance with no call out charge if you require on site assistance from one of our engineers
- Webinars
- User manuals
- 1 day of onsite refresher training per year
- Upgrades for point to point e.g. 2.2 to 2.3 are also included

Premier Support Contracts includes all the Standard services plus the following

- Telephone support 24hrs 7 days per week
- Services such as net viewer to guide you through technical issues
- On site assistance with no call out charge if you require on site assistance from one of our engineers
- Priority call out we aim to be with you 24hrs after you place the call at no extra charge
- Webinars for training
- Custom webinars specifically designed for your departments needs
- 2 days of onsite refresher training per year
- Upgrades for point to point e.g. 2.2 to 2.3 are also included
- Major Upgrades at 50% off (i.e. v 2 to v 3)
- Installation of major upgrades included

Pro-curo Software Ltd