Power Through Simplicity

OiC Remote Assurance

Key Facts Summary

INTRODUCTION

When one of our consultants sends you a quotation, they will add OiC Remote Assurance. This guide explains what OiC Remote Assurance is, how it benefits the customer, and how much it will cost.

OIC REMOTE ASSURANCE

The first very important point to make is this; OiC are a professional software company and we are very proud of our product. We have over 20 years experience in the document imaging market and we have sold ScanToPDF to 101 countries and over 35,000 clients. We support all our products, whether OiC Remote Assurance is chosen, or not.

WHAT ARE THE BENEFITS?

With OiC Remote Assurance you will receive the following benefits:-

1. **Prioritized email and telephone support requests**, we have 35,000 installations and customers without OiC Remote Assurance support calls are dealt with on a first come, first served basis
2. **Prioritized remote connection by OiC support staff to diagnose and correct problems** - (via GotoAssist and suitable web connection)
3. **FREE upgrades** (non support customers pay 50% of the list price to upgrade

WHY DOES THIS HELP?

1. You will get prioritized access to support when you need it without delay
2. You will not need to send emails back and forth to describe your problem; we will connect and see the problem ourselves. Time to fix is much quicker with GotoAssist
3. When new technology and Operating systems are introduced, you will benefit from them without further cost

WHAT IS THE COST?

The cost is 20% of the cost of the licenses purchased.

IS OIC REMOTE ASSURANCE OPTIONAL?

Yes, but we always add it to our quotations so that prospective clients are aware that it is an optional extra, and not included in the price of a license. Customers that decline support are then aware that they will need to pay to upgrade and access to support will be on a first come, first served basis.

OiC is registered in Cardiff, registration number 2859100.

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