NiceLabel Software Maintenance Agreement (SMA)

Avoid unplanned downtime and ensure you have access to NiceLabel experts

Overview

The NiceLabel Software Maintenance Agreement (SMA) offers enhanced support and free software upgrades to NiceLabel customers. There are two levels of SMA support designed for customers of any size, and in any geographic location. Regardless of level, the NiceLabel SMA ensures that you have priority access to NiceLabel technical experts who will work with you to quickly address issues and minimize interruptions to your business. You'll get free software upgrades; ensuring that you have the latest technology at your fingertips and lower your total cost of ownership.

Platinum SMA

Get the maximum return on your labeling investment. We understand that labeling is a critical part of your supply chain. We have over two decades of experience in working with some of the world's most complex labeling environments to help our customers obtain the highest performance possible. Our Platinum SMA provides global, 24x7x365 access to NiceLabel technical experts who will respond within an hour to ensure that your issues are resolved quickly to avoid the risk of downtime. In addition, our team will conduct a one-hour system health check to review the NiceLabel system within your environment and ensure you are getting the most out of your NiceLabel investment. You'll also stay up to date with the latest labeling technology with software upgrades and advice on industry best practices.

> **The Platinum SMA Advantage**
> Quickly resolve issues 24 hours a day, every day, regardless of geography.

Standard SMA

Keep your labeling operations running smoothly. The NiceLabel Standard SMA gives you the peace of mind to know that if issues arise, a NiceLabel technical expert is just a phone call away. Our technicians will take the time to understand your unique environment and address problems within regular business hours. Whether it's troubleshooting an issue with a labeling solution, offering product usage best practices, or keeping you up to date with the latest software, we've got you covered.

> *The feedback from my clients about the NiceLabel SMA service has been exceptional. They are delighted with the speed of response and the breadth of knowledge that the support team shows, not only of their product but also of the customer IT environment.*
>
> -Nigel Holloway, Dash Computer Products

NiceLabel SMA Options

	Standard SMA	Platinum SMA
Free software upgrades	●	●
Knowledge base Web support	●	●
Email support	●	●
Priority phone support	●	●
Unlimited number of support calls/tickets	●	●
24x7x365 support via dedicated phone number	○	●
Guaranteed 1-hour response time	○	●
System health check	○	●

Easy Purchase and Renewal

Both NiceLabel SMA options can be bought as a one-year or three-year subscription and are automatically or manually renewed every one or three years. Contact your NiceLabel sales representative for an SMA quote.

For more information, visit   www.nicelabel.com/support

NiceLabel®

About NiceLabel
NiceLabel is a leading global developer of label and marking productivity software solutions that help SME and large enterprises reduce complexity and mitigate risk while meeting compliance requirements and increasing productivity, quality and agility. NiceLabel's design, print and management solutions are modular, easily configurable and scalable so they enable best practice labeling processes to be implemented quickly. This provides significant ROI over the lifetime of their use. Through its headquarters in the Europe and global offices in Germany, USA, Singapore and China, NiceLabel serves and supports its clients around the world with technology at the forefront of market demand.

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