



Support- and Software-Services

After professional implementation of the software solutions, we want you to be stress-free about the installation at any time. Our customized concept will serve you the best support. Our services include:

- Telephone and e-mail support
- Guaranteed reaction times
- Product updates and upgrades
- Transfer rights

Telephone Support	08:30 am - 05:30 pm*	8:30 am - 05:30 pm*	7 days/24 hours
Maximum Reaction Time	next working day	4 hours, same working day	4 hours
Software-Updates and Software-Upgrades	✓	✓	✓
Documentation Updates	✓	✓	✓
Access to Customer Area	✓	✓	✓
Request a Call-Back	✗	✗	✓

* CET (Central European Time) / CEST (Central European Summer Time)

Telephone- and E-mail support

Libelle is offering comprehensive support by telephone and e-mail. Specialists for operating systems, databases, networks and various applications are available to

support you with all questions about our products. With well defined escalation procedures and access to the **DBShadow**, **FSShadow** and **SwitchApplication** development team we assure fast troubleshooting in any situation.

Product Updates and Upgrades

We are highly committed to significant investments in the software development process to ensure steady product enhancements. This includes adding support for new database versions, operating systems, network protocols etc. We also constantly enhance our products with new features and functionalities. With a support contract, we deliver all these standard enhancements for free.

Transfer Rights

The Libelle support includes also the transfer rights to protect our customers' investments. This enables a migration between operating systems and databases supported by our products. This is offering for example the possibility to transfer your license **DBShadow** for Oracle based on Tru64 to **DBShadow** for DB2 based on Linux for free of charge.