

SupportPlus Service Options



Great SCADA Support is All About People

If you've ever been frustrated while trying to get help from a critical supplier, you will find our personal approach to be a refreshing change. For almost four decades, we've been providing the most accessible and resourceful support that our customers have ever experienced. Our team of developers, programmers, and engineers have the broad base of skills and experience to solve your most difficult SCADA problems.

90 Days of SupportPlus Service Included with Every License

Our SupportPlus Service provides phone, fax, and email support for issues associated with VTScada. Our team is available Monday to Friday (excluding statutory holidays), 8 AM - 8 PM ET (4 AM - 4 PM PT) with next business day response times.

Optional Yearly Renewals

Continue support for 15% of the original software purchase price per year so long as your support does not lapse. Our software value protection ensures that your lapsed SupportPlus Service never loses all its value should you eventually decide to renew.

VTScada Software Updates

We regularly release versions with new features and security updates that are compatible with the latest Windows operating systems. A valid SupportPlus Service contract allows you to download and install any version from our FTP server at any time. If your contract has lapsed, you may still upgrade to any release created before your contract expiry date.

Choose the Level of Support You Need

Type	Coverage	Renewals	Price	Includes
SupportPlus Service	Mon - Fri 8AM - 8PM ET 4AM - 4PM PT	Annual	<ul style="list-style-type: none"> 90 days included with software purchase. Optional renewals are 15% of software purchase price so long as support does not lapse. Re-instatement is 15% of the current license value per lapsed year, up to 75%. Recalculated value carries forward. 	<ul style="list-style-type: none"> VTScada software only (non-application specific). Phone, fax, and email support. Next business day response times. Product version upgrades. Software value protection.
SupportPlus 24/7 Emergency Support	24/7	Annual	<ul style="list-style-type: none"> 5% license value (min \$1,500.00). Requires up to date SupportPlus Service contract. 	<ul style="list-style-type: none"> VTScada software only (non-application specific). Nights, weekends, and holidays. Guaranteed response times. Phone, fax, and email support.
SupportPlus Premium Options	8AM - 8PM ET 4AM - 4PM PT or 24/7	Annual	<ul style="list-style-type: none"> Based on selected options and size of application. Requires up to date SupportPlus Service contract. Contact Trihedral. 	<p>Options include:</p> <ul style="list-style-type: none"> Dedicated representative trained on your application. Phone, fax, and email support. Guaranteed response times. Remote application access for hands-on diagnostics.
Ad Hoc Engineering	Hourly	As Needed	<ul style="list-style-type: none"> Variable hourly rate plus expenses as contracted. Contact Trihedral for the full activity rate list. Rates range between \$125 and \$225 per hour. * 	<ul style="list-style-type: none"> Application-specific engineering. On-site, email, phone.

* Engineering rates in effect as of July 1, 2024. Subject to change without notice.



SupportPlus FAQ

I need help now! My support is current. How do I contact the support team?

- North America: 1.855.887.2232
- UK: +44 (0) 1224 258910
- Worldwide: 1.902.835.1575
- Email: support@trihedral.com
- Facsimile: 1 (902) 835-0369

How much is SupportPlus Service Annually?

New licenses include three months of SupportPlus Service. Optional renewals are 15% of the original software purchase price per year while your support does not lapse. Multi-year contracts are available. We can adjust contract expiry dates to match your budget year or to align licenses.

What if my SupportPlus Service lapses?

Restoring support is 15% of the current license value per lapsed year, cumulative up to 75%. Subsequent renewals are based on the price at time of re-instatement.

Does SupportPlus Service guarantee response times?

Yes. This service provides next business day responses to inquiries by email, phone, or facsimile.

Does SupportPlus Service cover problems with my application?

This service only covers issues directly associated with VTScada. It does not cover application-specific issues, training, or engineering services.

What if I need support for my application?

As a premium option, we provide a dedicated representative with training in your application. Pricing depends on the application size and selected level of coverage. Requires an up-to-date SupportPlus Service contract.

Does Trihedral provide 24/7 support?

This is another premium option. Pricing is 5% of the license value (min \$1,500.00) in addition to SupportPlus Service pricing (see table on page one).

What kinds of requests does standard SupportPlus Service cover?

- Can you help with an issue that appeared after I upgraded the server to Windows 10?
- I am using standard reports. They worked fine yesterday; now they don't. Can you help?
- Please help me get this new replacement modem working.
- I can't connect to a new type of PLC. I completed the required configuration, but it doesn't communicate!

What kinds of requests are not covered?

- Can you write a custom VTScada script code for me to do something specific in my process?
- I have never used VTScada before, but I need it for a project. Can you tell me how to use it?
- Can you design a system for my three lift stations?
- How do I create a custom report for my customer to run every night at midnight?

A systems integrator installed my application. Who is responsible for renewals?

Annual SupportPlus Service quotes will be sent directly to the integrator(s) who installed your VTScada application. They are responsible for relaying them to you. If you do not receive annual quotes, you can contact Trihedral directly at info@trihedral.com.

Does my integrator provide support or does Trihedral?

If you purchased support directly from Trihedral, then we support you. Otherwise, you need to negotiate a support agreement with your Integrator.

Does Trihedral offer hourly rates?

Yes. If you choose not to renew your support, you may purchase engineering services at our standard hourly rates plus expenses.

How do I download newer versions of VTScada?

You can download the installer for any release directly from our FTP site. The link is provided with your license key at time of purchase. If your support is current, you can install any version. If lapsed, you can install releases created before your support expiry date.

If I upgrade to the latest version of VTScada, do I have to rebuild my application?

In most cases, simply run the new VTScada installer to upgrade to that version (restart required). Though all systems should be tested after an upgrade, applications with custom coding may require additional testing and configuration. Note: Software upgrades do not include new optional features that are licensed separately.

Download a 90-day Trial [VTScada.com/trial](https://www.trihedral.com/trial)

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