



24×7 Support Service Subscription

As a subscriber to STR Software's Premium Support Service, you have access to prompt, human-based support Monday-Friday from 8 a.m. to 8 p.m. Unfortunately, the need for support doesn't always fall under normal operating hours.

There is good news—STR Software also offers a subscription to 24×7 Support Service that gives you the same great support you're used to any time of day, on weekends and holidays. Enrolling in STR Software's 24×7 Support Service ensures peace of mind that you have access to STR Software's knowledgeable support personnel regardless of day or time. The most common use of this service includes:

Protect Core Business Functions

24×7 support gets you back up and running—limit the effect of outages on critical business functions such as purchasing or invoicing. Target response time is 1 hour.

International Business

Enrollment in 24×7 support eliminates time zone differences or national holidays as an issue, so call us anytime.

Improve Your Disaster Recovery Plan

System outages don't always happen on the clock. Maximize your investment in AventX with 24×7 support so you're always covered.

A Person to Talk to When You Need it

Perform system maintenance during off hours and weekends. Plus, if STR Software's frontline support can't resolve your ticket it can be escalated to development resources.

If you have questions about the 24x7 Subscription or wish to enroll, call 804-897-1600, option 3, to speak to a support representative. More information about STR Software's support policies can also be found in the [STR Software Customer Portal](#).

Contact us today to take advantage of this service.