

SOFTWARE SUPPORT PLAN

Software Support helps optimize performance and maximize return on investment. From installation and setup, to operation and maintenance, our team provides comprehensive support — whenever, wherever, and however you need it.

With a full range of support offerings — including phone, email, and mobile app ticketing — the Support team is committed to helping you maximize the benefits of the Symphia portfolio of solutions.

Key Benefits

- Maximize the benefits of Symphia solutions with unlimited expert support via phone, email, or mobile devices.
- Proactively manage threats before they become incidents.
- Strategically plan updates and integrations with our solution experts.
- Maximize ROI and become an industry recognized expert with on-demand training and product certification.

Optimize Performance and Maximize Your Benefit



Experts at the Ready

Proactive global support across multiple time zones and languages to keep up with threats.



Become a Product Expert

On-demand access to industry leading self-paced training and certification.



On Demand Resources When You Need Them

Intellicene's Partner Portal provides 24/7 access to best practices and resource for Symphia Solutions.

INTELLICENE SOFTWARE SUPPORT	BENEFITS
Unlimited direct email and phone support ²	Reduce business risk by relying on Symphia experts to quickly resolve issues
Support in multiple time zones and languages ³	Globally distributed support team ensures we're here when you need us
24/7 on-demand certification and training with Intellicene Learning Center	Become an industry leading expert with online certification and training
Intellicene Partner Portal with best practices and resources for using Symphia solutions	24/7 access helps you get the most benefit from Symphia solutions
Software error corrections	Proactively prevents problems to maintain peak performance
Software updates ⁴	Software maintenance to resolve issues

Global Support

Dial one of the Regional Support numbers to speak to a Support Agent for all Symphia Solutions.

Global Support Email — Support@intellicene.com

Americas Symphia
+1 888 747 6246

United Kingdom Symphia & NowForce
+44 20 8194 3368

Israel Symphia & NowForce
+972 3 375 2005

Americas NowForce
+1 888 924 7247

India Symphia & NowForce
+91 22 5032 3020

Singapore Symphia & NowForce
+65 3105 1276

Intellicene Offers a Suite of Advanced Services Tailored to Meet Your Needs.

To receive information on these services, please contact your Regional Sales Manager.

- ¹ Onsite and after hours support may be purchased for an additional fee, please contact your Regional Sales Manager for details.
- ² Excluding Intellicene company holidays.
- ³ All calls are supported 9am - 5pm, during weekdays, from your local time zone.
- ⁴ Periodic unspecified improvements or additions to the software, including error corrections, new versions, and other changes to the software, that may be provided, but excluding any new software feature or substantial additional functionality, which in Intellicene's sole discretion, is subject to additional fees. New versions may require the procurement by customer of additional hardware, related third party software (including, but not limited to, Microsoft SQL), and/or installation and configuration services.
- The initial support term begins on either (a) the ship date of the Symphia Software, or, if shipment is not, (b) on the effective date of the purchase order and runs for twelve months thereafter.
- For each subsequent renewal support term to which customer subscribes, Intellicene may increase the annual support fee for software by no more than five percent (5%) over the annual support fee for the previous 12-month renewal support term for like software and quantities.
- Discounts do not apply to the price of any Software Support Plan.



Schedule an Online Demo Today

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About Intellicene

Intellicene is a global leader in security analytics software that empowers governments and enterprises. Our open software fuses, analyzes and visualizes disparate data sets at scale to help security organizations find the needles in the haystacks. Over 1,000 government and enterprise customers in more than 100 countries rely on Intellicene's solutions to accelerate security investigations and connect the dots to successfully identify, neutralize, and prevent threats to national security, business continuity and cyber security.

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