

Personalized Support That Fits Your Needs

Sparta is committed to your success. We're here to make sure you get the most from your TrackWise Digital investment. Whether your subscription is for TrackWise or TrackWise Digital, we're here to make sure you get the most from your investment.

Two Adaptable Plans

Introducing **Subscription Care** and **Subscription Care Plus**. Both plans give you access to the Sparta Community Portal, online case management, knowledge base, and email support. But, Subscription Care Plus adds several key benefits:

	Subscription Care	Subscription Care Plus
Community Portal Access	✓	✓
Online Case Management	✓	✓
Knowledge Base	✓	✓
Email Support	✓	✓
Telephone Support		✓
24 X 5 Standard Support Hours ¹		✓
Increased Support Contacts		✓
Priority Response Times		✓

We Help You to Protect Your Investment



Hours That Suit Your Schedule

All subscribers have support from Monday to Friday during the hours of 9 to 5. 'Plus' subscribers receive around the clock support from Monday to Friday, and can add-on weekend support through our Technical Account Management program.



Multiple Support Contacts

Subscription Care allows you to nominate two support contacts while Subscription Care Plus allows for five support contacts. This is helpful for global systems requiring administrators in various geographical regions.



Priority Response Times

Subscription Care Plus customers will receive responses based on an assigned severity level ranging from 1 to 4. Sparta's Support team will respond within 2 hours, 4 hours, 1 business day, or 2 days respectively.

Contact Your Sparta Rep for More Information

For questions on pricing or add-on services, contact your Sparta account rep, or visit <http://www.spartasystems.com/contact>

¹Excludes US and regional holidays.