Protect Your DocStar ECM Software Investment With SoftCare

Product
DocStar® SoftCare

Benefits
▶ Provides support for product-related issues and questions

▶ Ensures your software stays current with available updates and upgrades

▶ Offers valuable online product training

▶ Grants access to the DocStar Rebound business continuity service for an affordable, incremental subscription

DocStar SoftCare is a valuable customer program to protect your investment in DocStar. Annual SoftCare software assurance and support provides easy access to product support and entitles you to the latest version of DocStar—at no additional cost—so your system will always be current. A DocStar SoftCare subscription offers a number of other great features, including:

▶ Quality and timely technical support for product-related issues or questions

▶ Automatic updates and upgrades to each major release

▶ Valuable online training

▶ Access to the DocStar Rebound business continuity service at an affordable, incremental subscription

Product support

If you encounter issues with your DocStar software, product support can quickly help you troubleshoot. Prior DocStar upgrades have added features that make scanning, filing, retrieving, viewing, and collaborating with documents more convenient—saving you time as you work. Other enhancements have reflected updates in technology, such as updated operating system releases, networking protocols and e-mail. Our customer support organization is consistently recognized for its level of quality and responsive service.

New DocStar ECM releases

DocStar is constantly has regularly added new capabilities to our already robust enterprise content management and process automation software. A current DocStar SoftCare subscription ensures that your system will always be up-to-date with the latest version of DocStar ECM software. You are immediately entitled to all updated versions of software as soon as they become available. Only current SoftCare subscribers may receive updates and upgrades to DocStar ECM software.

Access to training

To keep users armed with the latest product training on your DocStar ECM software, online training is available at no charge for SoftCare subscribers. For additional information about course curricula and scheduling, please visit the DocStar website at www.docstar.com.

DocStar®

Access to DocStar Rebound

DocStar Rebound provides routine, effortless and unattended daily backups to assist with your business continuity practices and protect the documents managed within your DocStar ECM software. In the event of catastrophe to your system, DocStar Rebound makes your backed-up DocStar documents available to you via the Internet. It is available to DocStar SoftCare subscribers at an affordable, incremental subscription rate.

Automated backup advantages include:

▶ Easy, unattended backups—set it and forget it
▶ Cost-effective alternative to costly backup tapes and servers
▶ Data stored at our secure, offsite data center

Business continuity advantages include:

▶ Easy, fast access to your documents after a catastrophic event
▶ Conduct your business remotely while physical restoration completes

Keeping SoftCare current

We strongly recommend keeping your annual SoftCare software assurance and support subscription current so your coverage never lapses. Should your coverage expire, you will not be entitled to product support, nor will you be entitled to receive product updates. You will be charged a reinstatement fee to re-establish your SoftCare coverage. The reinstatement fee requires that SoftCare be paid retroactively from the original date of expiration and would equate to the sum of the coverage for the number of months from the original date of expiration to the reinstatement date and the standard 12-month coverage starting on the reinstatement date.

About DocStar

Helping businesses translate vision into action for more than 20 years, DocStar offers the industry's most flexible and innovative enterprise content management and process automation platform. Easy to implement and use—both in the cloud and on premises—DocStar proven technology and global process expertise empowers organizations to operate at peak performance, navigate change, and grow.

DocStar®

Contact us for more information on DocStar products and services
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