

Software Support Contract



Custom Instrumentation
Services Corporation



Overview

Software Support helps navigate customers through unexpected technical issues that may arise within the DAHS and the CiSCO CEMS family of products. This package not only gives you access to troubleshooting professionals, but also upgrades and updates that enhance functionality and performance and keep you in compliance with current regulations. With phone and remote assistance options, your busy employees can get the solutions they need quickly and effectively.

Service Includes:

- Telephone and Remote (VPN or other) Assistance for CiSCO CEMS Software
- Data Acquisition Handling System (DAHS) Assistance to Technical Questions
- Telephone or Online Support for CeDAR Software Issues or Questions
- CeDAR Software Upgrades for Functionality and Performance
- CeDAR Software Updates (e.g. Limit Changes)
- Minor Feature Additions or Changes to Reporting Parameters
- 40CFR60 Report Generation by CiSCO is Available for an Additional Charge



Customer Service

We ensure your needs are met by keeping the lines of communication open and offering high-quality services through our professional and responsive Software Support Specialists. Confidentiality and discretion are maintained where warranted.

Pricing

For pricing, please send us a request for quote to orders@ciscocems.com. Our team members are ready to answer any questions and assist you in securing any arrangements.