

Maintenance Plans

Creating great content requires more than the right tools – we invest the time, money and resources to ensure your success, every step of the way. All new license purchases include our Bronze-level maintenance and support plan, which ensures you have access to our technical support resources when it matters most, as well as other benefits such as free product updates and upgrades.

For expanded support and additional contact options, a Platinum-level Support and Maintenance Plan can be added to your purchase. Our premium plan provides extended support hours, unlimited phone inquiries and more, all from our award-winning, in-house technical support team.

What's Included in a Maintenance Plan?

1 PRODUCT UPGRADES, UPDATES AND BUG FIXES

We regularly develop new versions of our software to incorporate new features and suggestions received from our customers. A maintenance plan is the best way to stay up to date with the latest version. For the duration of your maintenance period, you are entitled to all upgrades, new version releases, and any bug fixes provided.

2 EXTENDED SUPPORT HOURS, UNLIMITED INQUIRIES AND MORE

MadCap's premier Platinum Maintenance Plan provides customers with the ultimate support plan. Send projects directly to senior engineers, get extended phone and email support hours, enjoy unlimited support inquiries, and more! Plus receive special invitations to Beta test new products and releases throughout the year.

3 AWARD-WINNING SUPPORT TEAM

We are committed to providing exceptional service and support to each and every customer. Our in-house technical support team works directly with the development teams to ensure that every customer receives the best possible support.

4 QUICK RETURN ON INVESTMENT

The cost of a one-year Bronze Maintenance Plan is less than the cost of a single license upgrade. Since you are guaranteed at least one major version release during your contract, adding maintenance not only gives you access to technical support, it saves you money on all the upgrades during your maintenance term.

MadCap Software

Maintenance Plan Benefits

	BRONZE	PLATINUM
Free Product Upgrades and Updates During Maintenance Period	✓	✓
Unlimited Email Support	✓	✓
Knowledge Base Access	✓	✓
Forum Access	✓	✓
Telephone Support Hours	\$99 PER INQUIRY Monday-Friday US Pacific Time (UTC -8) 7:00 AM to 4:00 PM	UNLIMITED Monday-Friday US Pacific Time (UTC -8) 4:00 AM to 6:00 PM
Priority Phone Support - Unlimited Phone Inquiries		✓
Priority Email Support		✓
Senior Engineer Support Team		✓
Project Analysis Send Projects Direct to Support Team		✓



NOT ON A MAINTENANCE PLAN?

You can still get Platinum level telephone support by purchasing a single inquiry. However, there are many benefits to having a maintenance plan. Please note, a maintenance plan must be purchased within 30 days of product purchase.