

PROVEN TECHNICAL SUPPORT FOR A POSITIVE AND TRUSTED EXPERIENCE

LiquidFrameworks offers varying levels of support based on your specific needs and requirements. Choose the level of support you prefer with options that include online submission, 24/7 coverage, online training, administration services for ongoing application administration, maintenance, and access to our system administration team.

CHOOSE FROM THREE LEVELS OF SUPPORT TO MEET YOUR UNIQUE NEEDS

STANDARD SUPPORT

All customers with current, active subscriptions are entitled to assistance in resolving suspected FieldFX software issues. Standard Support hours are from 8:30am to 5:00pm U.S. Central time, excluding standard U.S. holidays. Standard Support includes:

- Access to Service Subscription Documentation and release notes
- Online issue submission via Support email and/or the Support website
- Assistance with classification and logging of Support issues

EXTENDED SUPPORT

Extended Support includes all the benefits of Standard Support plus:

- Continuous Support Coverage: 24/7 Support, email Support, and priority access to the LiquidFrameworks support group.
- On-line and phone feature and functionality training time allocation for Support Contacts.

EXTENDED PLUS SUPPORT

Extended Plus Support includes all the benefits of Extended Support plus:

- Administration services: 100+ administration services for ongoing application administration and maintenance. Maintenance and administration includes setting up and maintaining user's ID and password maintenance, adjustments to price books, catalogs, and workflows.
- Extended Plus Support also includes troubleshooting issues related to data synchronizations and/or the FieldFX interface.
- Access to LiquidFrameworks' system administration team.

To learn more call **713-552-9250** or visit us online at **www.liquidframeworks.com**.

COMPLETE MOBILE FIELD OPERATIONS MANAGEMENT SOLUTIONS

LiquidFrameworks' FieldFX product suite is a complete mobile field operations management solution, providing companies in the oil and gas, industrial and environmental services industries with the ability to organize and manage jobs, quotes, field tickets, equipment, contracts, price books, and labor, along with customer-specific electronic forms such as safety incidents, inspections and other operational data reports.