

Support Plans

Solutions provided by GetSignature are 100% supported by our dedicated support teams. We provide extended office hours support coverage so you can relax and get your tasks done.

Providing value is not just delivering a breakthrough solution but extending its performance to ensure you have continued leverage on your investment.

Standard Support

Price: INCLUSIVE

Provided as an INCLUSIVE inclusion with every GetSignature plan, our Standard Support program is more than adequate for low volume users and those who are used to a self-service experience. With access to the GetSignature support portal, users can log and track support tickets online with ease.

Business Support

Price: Contact on 1300 767 550

Time is money! With everything included in our Standard Support program plus faster response and resolution times, downtime will be kept to a minimum. If required, our support staff can respond to your support tickets via the support portal, voice calls or remote assistance.

Business support is essential for businesses who rely on continuous line of business workflow progression.

Enterprise Support

Price: Contact Us on 1300 767 550

With everything included in the Business Support program, our Enterprise Support program offers a tailored experience according to your business needs. Our experienced consultants will work with you to determine what is the right level of support required to ensure your system integrations perform seamlessly.

Support Plan Features

Program Features	Standard	Business	Enterprise
GetSignature Support Portal Access	✓	✓	✓
GetSignature Support Ticket Management	✓	✓	✓
Support Response Times	24hrs	4-8hrs	2hrs
SaaS Availability Monitoring	✓	✓	✓
Call Back Support	×	✓	✓
Remote Assistance	×	✓	✓
User and Administrator Training	×	✓	✓
API (Integration) Support	×	✓	✓
Dedicated Customer Success Manager	×	×	✓