

Software Maintenance & Support Program



Overview

Once registered, all Open Options licensed software products include 12 months of software maintenance (SWM) from the purchase date.

Annual software maintenance provides significant ongoing value to our customers at a fraction of the original purchase price. Open Options strongly recommends that customers renew their maintenance agreement prior to the expiration date, ensuring system continuity, without interruption of continuous system enhancements.

At Open Options, we want to ensure you the best experience our software has to offer, over the life of your system. To do so means participating in a structured plan that ensures your initial software investment does not become obsolete in an ever-changing technological environment.

Contact Open Options today to renew at [877.818.7001](tel:877.818.7001).

Benefits Overview

- Licensed Software upgrades including major releases and all service packs
- Priority Open Options technical support via authorized dealer of record
- Discounts on professional services for:
 - Quarterly service checks
 - Remote Assistance for system programming, configuration, maintenance.
- Access to secure web portal for valuable resources and informational content

Open Options Technical Assistance Center Contact Information

Tel: 972.818.7001 Toll free: 877.818.7001
DIRECT SUPPORT (toll free): 855.818.7001
email: support@ooaccess.com

Hours of Operation

Monday - Friday; 7:00 AM to 6:00 PM CST