PROCESS **MANAGEMENT**
SUPPORT & SERVICE

PROFESSIONAL HELP FOR SERVICING YOUR iGRAFX® PROCESS MANAGEMENT SOFTWARE

Our services

1. Our customers can contact DRSM in Chemnitz by email and/or phone if they have questions regarding the use/operation of the software. They can ask detailed questions on purchased products.

2. That notwithstanding, DRSM Support actively contacts customers to inform them about anything new regarding the service package they purchased or to hear about existing problems the customers have.

3. Customers are actively informed about all release changes, updates, and upgrades. If a customer requires help with the installation of the new release /update / upgrade, such help will be provided by remote access and separately billed according to services rendered.

4. DRSM warrants that a customer's questions will be answered by phone or email within two business days (Monday to Friday). Keeping this deadline requires that the question is sent in writing (by email) on a business day during the regular business hours between 9 a.m. and 5 p.m. The 2-day deadline for questions received after 5 p.m. or on a Saturday, Sunday, or holiday starts at 9 a.m. on the next business day.

5. DRSM has a specialized email address designated for questions. It is available for questions 24/7. Any connection fees resulting from the use of these communication options must be paid by the customer. The email address for support is: support@drsm.de

   You can contact our Support by telephone via the switchboard operator Phone: +49 371 56165 20

6. Customers may request professional methodological support services beyond the scope of support described above. These will always be separately requested/confirmed in writing.

Your investment:

A basic amount of € 195/month applies. This monthly price increases to 1% of the iGrafx® software list price when the basic amount is exceeded.

At any rate, a separate support and service contract will be concluded in writing. This contract regulates all other aspects, incl. contract term, termination, etc.

You want to save costs?
Contact us -
we will show you how you can.

Version: 12.2021