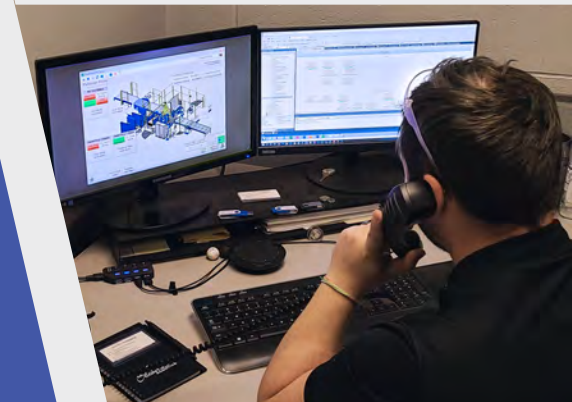


*Reserve Remote Support Hours with an M-Tech Support Contract*



## Support Contract Options



**20 hours**

### **STANDARD**

A *Standard Contract* is added by default to each install. This contract covers typical questions and concerns based on operators learning a new system as well as minor changes and/or additions to the system. **Starting at \$2,500**



**40 hours**

### **STANDARD PLUS**

A *Standard Plus Contract* is purchased for reserving hours for questions, changes and issues that may come up during the year. This contract level includes a support portal with knowledge base articles. **Starting at \$7,500**



**Unlimited**

### **UNLIMITED**

An *unlimited contract* provides hours for process changes and support needs throughout the year. As well as all the issues listed above. **Starting at \$15,000.**

*\*24/7 or After Hours support is only reserved for immediate downtime situations.*

M-Tech Support is remote support through phone, email, and remote access where applicable. M-Tech Support Contract options can be adjusted based on your company needs. We have three starter packages to select. We require every project to purchase a **Standard Contract** to get their operators started. We recommend reserving additional time to make sure we have reserved hours for your issues to save downtime.

## Contact Service Today

If you would like to start a new contract or expand your current contract, contact M-Tech Support.



**service@mcric-us.com**  
**419-334-5886 ext 3**