



## **Aligned Support Team – At your service**

We understand that Aligned Elements customers want the right answers and they want them fast. Our experienced support team has in-depth knowledge of Aligned Elements and stand in close contact with the R&D team to supply the best possible product quality in both short and long term.

The Aligned Support Team uses well defined processes and tools to capture and track all incoming defects and enhancement requests.

### **How to contact the Aligned support team**

Please visit our Online Support Centre for submitting defect and enhancement requests on **[www.aligned.ch/support](http://www.aligned.ch/support)**.

For urgent matters, please mail the Aligned Support Team at [support@aligned.ch](mailto:support@aligned.ch) or call us on +41 (0)44 312 50 20.

For fastest possible response, please automatically submit your log files and client computer configuration by selecting "Mail log files" in the Help menu item of your Aligned Elements application. In addition contact Aligned Support Team.

Also please have the following information ready:

- An exact description of the erroneous and the expected behaviours
- Whether or not the error is reproducible

If the defect is server related we might have to get in touch with your server administrator. Please make sure that you have the adequate contact information available.



### **Support service summary:**

- 5 days a week (Mon-Fri), 8 hours a day (from 09:00 to 17:00 GMT+1) technical support assistance in English and German, via phone, e-mail or fax. A reception response is guaranteed within 24 hours.
- Critical failure support within 5 days (or if more time is needed, as fast as possible), where a bug-fix patch may be provided for critical situation where a deployed system is inoperable due to errors in the existing functionality.
- Access to all product service packs and bug-fixes released for Aligned Elements.
- Proactive, automatic installation of service packs and bug-fixes on all client machines.
- Automatic submission of client log files and client computer configuration.
- FDA QSR 21 CFR Part 11 Assessment for validation of your installed system.
- The complete Aligned product development documentation upon request for validation of your installed system.
- Annual review meetings with the Aligned R&D Director.
- Invitation to user evaluations meetings and focus group seminars.
- Invitation to maintain a direct contact with the Aligned product development team.

Upon request Aligned AG offers:

- On-Site support, advanced training and customization.
- Remote computer support of installed client applications.

Please contact us for detailed terms and conditions.