What are the benefits of renewing software maintenance?

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Renewing your download software maintenance is entirely optional, but it will ensure your continued access to the following great benefits:

Support service

You'll continue to receive technical support for another 12 months. Support is available to you via our online support system available in the customer area. Premium customers will receive 24x7 support where our staff of engineers will help you to fully maintain, manage and support every aspect of your knowledge base. Telephone call support is available during weekday business hours.

Software updates

Our knowledge base software continues to evolve via frequent and significant updates. If you're after new features, ever-improving usability, and the latest innovations in knowledge base management, an active software maintenance subscription ensures that you will continue to receive all the latest software updates for another 12 months.

Peace of mind

If your team depends on our knowledge base software for its activities, having a guaranteed direct line of contact with a committed support team offers fantastic peace of mind. Renewing now ensures that the privileges of software maintenance continue uninterrupted.

Plus, item support includes:

- Availability of the developers to answer questions
- Get assistance with reported bugs and issues
- Help with included 3rd party assets

Item support does not include:

- Any customizations that are not carried out by our developers

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