



## Discover Alwan URTS Highlights and Benefits



- **What is Alwan URTS ?**

The Upgrade and Remote Technical Support (URTS) agreement is a program which is the most effective way of always keeping your software Up To Date AND having priority access to Alwan's Remote Technical Support Services.

- **Benefits**

### Upgrades

- Access to latest upgrades and updates

Keeping your software up-to-date ensures you the best compatibility with industry best practices: PDF Library, ICC Color Management, Operating Systems and printing standards



- **Support**

Alwan and its partner channel support your business. Alwan's URTS program is there to give you the best software support and security daily.

- Quick first-level assistance from your Alwan dealer
- First-Class Support from Alwan Worldwide Technical Support Team
- Remote Interventions and Assistance (via TeamViewer)
- Support tools and knowledge resource center

- **How does URTS work**

If you encounter a problem or if you have a question, please contact your dealer first. Your dealer should be able to qualify your issue and support you.

In the event that your dealer is unable to address your issue, you or your dealer may escalate the problem to Alwan's support team by contacting [support@alwancolor.com](mailto:support@alwancolor.com).

Alwan Support team is dedicated to offering you a prompt and effective Service between 9:00 and 19:00 CET, excluding French public holidays. During these opening hours, you will receive a response to your support request within 8 working hours.