

# BarTender™ Maintenance & Support

Global protection for your labeling investment

Your success is dependent on your output. With our industry-leading global support team, you receive expert assistance personalized to your needs to ensure business continuity and maximize the return on investment of your labeling.

## Why businesses choose Premium Support

- Labeling is mission-critical to company success
- Operate outside of conventional business hours
- Design and print labels in regulated environments
- Need faster responses than offered in Standard Support

## Maximized uptime

Our global support experts provide timely responses to resolve issues quickly and mitigate potential disruptions, along with add-on advanced services for mission critical environments.

## Speedy implementation

We expand your in-house resources with quick access to technical experts who can assist with licensing and activation and online resources that can help you set up and configure your new labeling solution.

## Personalized, expert assistance

We provide the industry's most personalized support. Access live support via email, phone, and chat in your preferred language around the world. Available 24/7/365 support add-on for mission-critical assistance anytime.

Premium	Standard	Essential
<ul style="list-style-type: none"> <li>• Minimized disruptions with 24/7/365 live support, including after business hours, weekends, &amp; holidays</li> <li>• Escalation prioritization to senior technicians for critical or complex support issues</li> <li>• Guaranteed 1-hour priority response to ensure business continuity of your mission-critical labeling</li> </ul>	<ul style="list-style-type: none"> <li>• Gain access to live technical support channels, including phone and chat</li> <li>• Free software updates to stay current with the latest features and security enhancements</li> <li>• Expand your in-house resources with licensing and activation assistance, diagnosis and support, and more</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Only available in BarTender Cloud</b></li> <li>• Get answers to your labeling questions quickly with online resources, including knowledge base and community forums</li> <li>• Email and web-form support when you need extra assistance</li> </ul>

Complete Coverage  
for Your Mission  
Critical Labeling

	Premium	Standard	Essential
Free product updates	•	•	•
Knowledge base	•	•	•
Staffed community forum	•	•	•
Email/web-form support	•	•	•
Live phone support	•	•	
Live chat support	•	•	
Licensing and activation assistance	•	•	
Supported languages*	English, Spanish, Chinese (Simplified & Traditional), Japanese, French, and German	English, Spanish, Chinese (Simplified & Traditional), Japanese, French, and German	English
Support availability	24-7 / 365	Business hours	Business hours
Weekend and public holiday support	•		
Guaranteed 1-hour response time for business critical issues	•		
Escalation prioritization to senior technicians	•		
Eligible Products	BarTender Software (Professional, Automation, Enterprise) BarTender Cloud	BarTender Software BarTender Cloud™	Only available for BarTender Cloud™

\*Support available in the following languages without support response time targets: Spanish, Chinese Simplified and Traditional, Japanese, French, and German

Is your labeling mission-critical?

Mitigate risks and maximize uptime. Our industry-leading Premium Support offers:

- 24/7/365 global coverage
- 1-hour first response time for urgent issues
- Escalation prioritization for any production impacting issues

Additional BarTender services

For needs that are not covered by our support services, our BarTender Professional Services team has you covered so you can deploy with confidence.



- Introductory and in-depth training
- Consultation and implementation assistance
- Tailored third-party application integrations

- Custom label and template design
- Label process modernization and configuration

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“BarTender provides peace of mind. Whenever there is an issue, BarTender’s support team always solves it quickly.”  
Yaskawa