Dartfish Support Contracts

For Dartfish Software

≋👁 DARTFISH

S Standard Support

P Premium Support

PL Platinum Support

STANDARD Support is included for the first year in your product license. All registered customers will get unlimited access to email support and a wide range of training resources.

Benefit now from our PREMIUM Support which offers a superior service with faster email response time and wider scope, including support for cameras and other hardware supported by Dartfish.

Benefit from our PLATINUM Support with its direct connection to Dartfish. Call one of our experienced in-house support agents, take advantage of the remote desktop experience to get technical issues solved fast, or book your personalised one-to-one online training.

Technical Support	S	P	PL
Access to FAQ's and blog	✔	✔	✔
SLA (work days)	@72h	@48h	24h
Inbound Phone Support (with dedicated number)			✔
Remote Desktop Session		✔	✔
Remote Desktop Support			✔
Support for recommended IP cameras, Basler and converters		✔	✔
Priority bug fixing			✔
Business Hours (CET)	Mon-Fri 9am-5pm	Mon-Fri 9am-5pm	Mon-Fri 9am-5pm
Training			
Video Tutorials	✔	✔	✔
Access to Knowledge Base	✔	✔	✔
Online Training (60 minutes)			✔
Price	Included for the 1st year	See online	See online