

## Notice - Support Policy Update

### **Ticket initiation via support portal made compulsory**

Valued Customer(s):

MachSol Inc. is an emerging leader in unified automation software that solves business and operational challenges in delivering scalable hosted software (SaaS) in cloud. MachSol paves way to the next generation of hosting, uniting the common aspects of management and control into single complete solution supported by experience and Microsoft certified engineers.

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While we feel delighted to assist all our customers, we have made it compulsory that all issues are first initiated via the **support portal** in the form of a Case / Trouble Ticket and then formal Email, Phone or Live Chat communication is done. In all communications the **Title** and **Case ID** generated should be mentioned as a reference.

For timely resolution and action on the problem points, **Enterprise Services and Support** team is mainly responsible. In the event of a Problem, Question or Suggestion about the product "MachPanel", **You must forward all requests via the support portal on our website.**

This will help everyone to keep track of all open/pending requests and appropriate resources from our team will be watching the progress. The procedure to place a ticket is very simple and entailed on the KB link below:

<http://kb.machsol.com/Knowledgebase/Article/50282>

**NOTE:** After announcement of this notice, it is the client's responsibility to ensure they have an active support agreement and they must initiate a ticket before contacting our support team via email, chat or phone for every new incident/problem.

Sincerely,

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MachSol Team

MachPanel Knowledgebase

<https://kb.machsol.com/Knowledgebase/50308/Notice-Support-Policy-Update>