∞ Process Fusion

∞ **Process Fusion Technical Support**

Stay up to date on our latest software support, maintenance, and solution updates

Why You Should Renew Your Technical Support License

To ensure your Process Fusion products, UniPrint Infinity or CapturePoint, continue to perform at optimum levels, and that there is no gap in support, you should renew your licenses annually. Your technical support program is effective from the purchase date of the software license agreement and extends for one year.

We also recommend to always update your UniPrint Infinity or CapturePoint products to the latest version to take advantage of our newest product features and functionalities.

Ensure your solution is performing at optimized levels

Continuous access to our team of dedicated technical experts

Global support available 24/7

No delay on support ticket cases and resolutions

Key Support Benefits for Your Specific Needs

Process Fusion provides dedicated technical support and expertise services to optimize UniPrint Infinity and CapturePoint products through our technical support team. These comprehensive services apply to support, maintenance, updates, patches, version upgrades, and verified defects for supported products.

Premium Technical Support	Professional Technical Support	Online Knowledge Base	Lifecycle Support	Case Escalation
Our team of regional support agents are available 24 hours a day, 7 days a week, and are available via web, email, or phone.	Our pro support program provides access to our online help center, email, online assistance, and our library of product documentation.	Process Fusion maintains a comprehensive portfolio of online resources for users including FAQs, downloads, tutorials, troubleshooting etc.	PFI provides technical support throughout the three stages of our product's lifecycle: current portfolio, end of sales, and end of life.	PFI maintains best practices in identifying, alerting and resolving critical cases to ensure timely resolution and minimal business impact.

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