Extended Support and Software Update Service Pack (ESSU)

What do we refer to?

At ETISENSE, our goal is to help you achieve excellence in your research while streamlining your workflows. Our **DECRO** external telemetry solution is already designed to be both flexible and user-friendly, offering a single hardware and software platform compatible across species.

However, we aim to go beyond delivering reliable tools. We are committed to ensuring that your systems remain optimized, up-to-date with the lastest innovations, and ready to support your research without interruptions. To achieve this, you can subscribe to the Extended Support, Maintenance, and Software Update (ESSU) service pack. This comprehensive package is designed to maximize the **performance, reliability, and longevity** of your ETISENSE systems, while also ensuring full **compliance with GLP requirements**.

This package ensures that your systems operate at peak efficiency, and are supported by a dedicated team of experts available during office hours from 9 am to 6 pm (CET) to guarantee your **business continuity**.

How does it work?

The ESSU is made of **optional, annually renewable service package** designed to guarantee a high level of performance and optimise the durability of your system. It guarantees:

- Privileged entree to technical support services.
- Access to software updates to keep your solution at the forefront of technology.
- Proactive system maintenance to prevent potential issues.
- Support and advice in the use of the solution or data analysis optimization.

Reach us about your requests :

Phone:
+334 37 53 96 18

Helpcenter (24/7 self-service):
https://support.etisense.com

Email:
support@etisense.com

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What is included under the ESSU Services ?

+ **Privilege Access to Technical Support**
- Priority handling of incoming requests from the help center.
- Targeted intervention times based on severity (from 1 to 10 business days).

+ **Software Updates and Upgrades**
- Deployment of bug fixes, improvement of existing features.
- Upgrade to new software version when available.
- Technical support for the installation of updates and upgrades.
- Backup and restoration of software and/ or data available within GLP compliance.

+ **Hardware Insurance**
- Includes all standard repair terms under warranty conditions.
- Loan of a replacement product (for up to one month).
- Preferential pricing for equipment replacement.
- Annual intervention for comprehensive and preventive hardware checkups with a detailed performance report after the intervention.

+ **Data Analysis & Scientific Advisory**
- Training on new functionalities.
- Review of the quality of signals obtained during the experimentation.
- Interpretation of data and results.
- Analysis and summary of datasets.

At ETISENSE, we understand that every research project is unique, and we're ready to adapt the ESSU to your specific needs. Reach out to us today to explore how we can support your goals and create the perfect solution together.

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