



Multilizer's Support and Maintenance Agreement (SUMA)

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We support your localization and translation work by providing Support and Maintenance Agreement (SUMA). With SUMA all version upgrades and updates are free for you. We will also provide you special support that will save your time in problem solving and provide you with access to our R&D personnel. Technical consulting is available for a discounted price. Some consulting options are available only to our SUMA clients.

■ Updates and upgrades	SUMA	No SUMA
Minor updates	●	●
New versions, all upgrades and updates (to your existing licenses)	●	○
■ Technical support		
Support via email	●	●
Prioritized support (all SUMA support cases are handled before other cases)	●	
Telephone support (will be scheduled in beforehand)	●	
2nd level support (will be scheduled in beforehand)	●	
Remote support (support will remotely connect to your computer and is able to assist you on your computer; will be scheduled in beforehand)	●	
■ Training		
Training packages	○	○
Tailored training	☆	☆
■ Technical consulting		
Technical consulting packages	○ Discounted	○
Tailored technical consulting (priced per hour)	○	
■ Process consulting		
Process consulting packages	○	○
Tailored process consulting	☆	☆

Legend: ● included in the price ○ available for separate, fixed price ☆ ask for quote

Please note that the tailored technical consulting is available only to SUMA clients. It is a very cost-effective way to utilize our thorough knowledge of the technical details in localization. Our localization expert will assist you in your work.

Support and Maintenance Agreement (SUMA) can be started only together with a license or an upgrade. SUMA is valid for one year at a time and you can renew it yearly. For the prices and for ordering please visit <http://www.multilizer.com/store> or contact sales@multilizer.com.