ArcherPoint Support Plan FAQ

Development
Does a support plan cover development?

Our Diamond plan covers development from the Support Team under your initial hours. Our other support plans do not cover the actual development work. Still, we can review your needs with you, suggest a solution, and work with our developers to estimate the modification.

Support Calls
How many people can call for support?

Your support plan determines the initial number of authorized users you have available. ArcherPoint assumes all authorized users have the authority to contact ArcherPoint to initiate services and have the authorization to make changes to the client's ERP system. The client's responsibility is to provide and maintain the list of authorized users to ArcherPoint, including current contact information for all authorized users.

Training
Is training covered by a support plan?

Yes. Included under your support plan, we will provide short remote training sessions of 2 hours or less.

Changes & Cancellations
Can support plans be changed or cancelled?

This agreement will remain in force for a period of six (6) months from the effective date. The agreement will automatically renew for an additional one (1) month period unless terminated by either party in writing sixty (60) days prior to the renewal date.

After Hours Support
How do I get after hours support?

All ArcherPoint support plans provide for 24/7 support by calling 866-343-4517. Any services delivered outside the customer service team are billed at your plan after-hours rate.

Contact Support
866-343-4517, Option 2 [24/7]
support@archerpoint.com
archerpoint.force.com

Support Hours
Monday to Friday
1:00 am EST - 8:00 pm EST

After Hours Support
678-389-4283 x5099 or
866-343-4517, Option 2

The ArcherPoint Difference. The ArcherPoint Difference. Our clients see their business systems as unique and essential to their competitive position. They prefer software and technology to support their business processes, not the other way around. Our clients are looking for a strategic partnership with the company that implements their software, not just a vendor. They demand the most talented, experienced professionals who understand how to quickly, efficiently solve their business issues. If this describes you, contact us to learn more about our people, company, and solutions.

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ArcherPoint