



Logic, Inc. / Wonderware Great Plains
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Wonderware Customer FIRST

Tech Hotline	913-254-5000
Email	support@logic-control.com
Online	www.logic-control.com

Wonderware Great Plains / Logic, Inc. is your primary access point for help with your Wonderware Software.

- Your Sales engineer is a capable technical resource in addition to our dedicated tech support staff.
- Cases are managed through our internal **Case Tracking** system, prioritized, and reviewed regularly.
- If allowed, we can **remotely connect** to your machine to research a problem or help you with configuration.
- For off-hours **emergency support**, our phone menu has an emergency option.

Customer FIRST is a yearly renewable program that provides its members a wealth of support-related benefits including access to the [Customer Support Website](#). Key features for our 2 most popular support levels are outlined below.

Standard Support

- **Free software version upgrades**, fixes, patches and service packs keep your Wonderware software current and secure, leveraging new features and ensuring that existing applications keep running
- Customer FIRST **mobile app** gives you a quick overview of your support and services agreement
- Technical support – **Free technical support** during Wonderware Great Plains business hours
- Software Utilities – Leverage a growing stable of **software utilities**, including: the Wonderware Software Asset Manager, to quickly and easily track and manage your Wonderware software licenses and apply security and performance software updates at multiple locations
- Optional Services and System Management – access to a wide array of **optional services and discounts**, based on the needs of your business and your budget. The exact features vary with the Wonderware software you own.

Premium Support

- **All Standard Support** benefits listed
- Up to **24 hours of expert guidance** on best practices, from initial rollout through ongoing phases of your Wonderware installation through dedicated technical support consulting services
- Software Asset Manager Application, which helps **track and manage all of your Wonderware software licenses** and streamlined software update services
- Free Software **License Replacements** for damaged or lost licenses
- Get access to **24/7/365 emergency support**, with expert assistance from Wonderware directly