

The logo for ApTest Manager features the text "ApTest" in a bold, sans-serif font with a trademark symbol, and "Manager" in a cursive script font below it. A red swoosh underline is positioned under "ApTest".

ApTest[™] Manager

PLATINUM CARE

Customers who desire on-going assistance from ApTest beyond the standard Support contract can purchase a Platinum Care support package.

Platinum Care includes:

- 8 hours of support on ApTest Manager related matters. Ask questions at your convenience via email. A technical support representative will assist you via email/phone.
 - Best Practices
 - Test process strategy
 - Integration with existing test process
 - How do I do 'X' questions
 - Server H/W-S/W selection
 - Product installation assistance
 - Configuration definition
 - Tool selection assistance
 - Assistance with design of integrations for Problem Tracking, Revision Control, Requirements Management, and Test Automation tools.
- A second license for 2 users for the year which can be used for development purposes: evaluating new releases, integration of tools, etc.
- Pre-emptive support: monitoring any run-time errors you may encounter allows us to proactively assist with them.

Package does not include any custom programming by ApTest (available as a separate Professional Service). All Platinum Care hours must be used within 12 months of purchase. Unused hours will not be refunded. The staging license may not be used for production purposes.

Price is \$1,600 USD per year. Order Part Number ATM-SE-010-SER. A current support contract is a prerequisite.