



Nexus support helps you to focus on your core business

Nexus is committed to provide you with the best possible experience. From using our product to interacting with our team, we want to be sure you have what you need to keep your accounts and data safe. Nexus support team is a group of experts on all Nexus products, all in order to provide you with the best possible support on Nexus products and solutions with the possible incidents you encounter in your daily business.

Through Nexus support services, you gain access to our expertise, innovation and extensive experience to solve incidents as quickly and smoothly as possible. With a support and maintenance agreement, you also get access to the latest version of the software for your Nexus product. With world-class support from Nexus, your organization can focus on its core business, develop and meet the demand for a competitive offer in a fast-developing market.

Choose the right level of support

Standard Support

- Access to Nexus support portal via web and mobile
- Phone support during business hours
- Access to software updates

Premium Support

- Phone support 24/7
- Remote assistance during upgrades
- Topic specific support

Support case management

In Nexus support portal, you will find our support case management system. In the support case management system, you can report, follow and update your cases all year round (24/7). The support team is available during business hours. During this time, there is also the possibility of support by phone. Nexus Global support team offers support in English, German and Swedish.

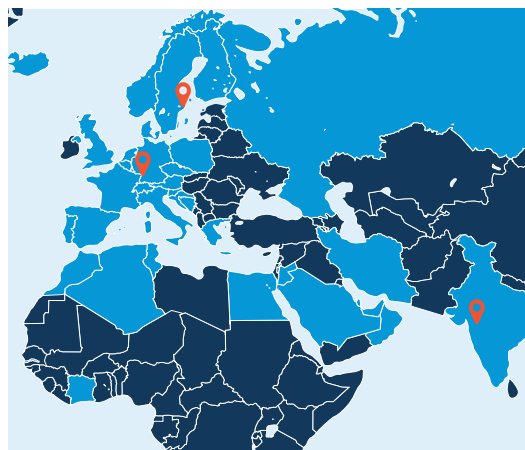
Premium Support

If you have a business-critical system or need immediate support in case of incidents, Premium Support is recommended. When a critical incident is reported, we'll start working on it within an hour and work on until a solution is in place. Premium Support includes access to support expertise by phone, all year round (24/7) for managing critical incidents. In case of critical incidents, you first create a support case in the support

system and then call the phone number to Nexus Premium Support. If required, remote control can be used to analyse and correct problems with the installed system. Remote control can also be used to help upgrade your Nexus system. In order for Nexus Premium Support to assist you through remote control, you will need to provide a remote management solution.

Topic specific support for Premium Support subscribers

If you are facing larger upgrades, you can use the Topic Specific Support service. As Nexus support teams and experts get insight into what changes you are facing, we can stand by and be aware of different situations in advance. This reduces response time and provides excellent service immediately in case of an incident related to your planned changes.



Nexus global support team

Nexus support team is a group of experienced system engineers who also work closely to Nexus product development team. Support teams are available at the following locations:

- Stockholm, Sweden
- Ettlingen, Germany
- Mumbai, India

Access to the latest software from Nexus

Nexus software is continuously developed and improved. By subscribing for a support and maintenance agreement, you also get access to the latest software for your Nexus product. Updates and new versions can easily be downloaded from Nexus Support Portal. Products supported for direct upgrade over the Internet can be upgraded via the management tools, without going through the support portal. New versions are announced via Nexus newsletters. Urgent hotfixes can also be delivered directly by Nexus Support team, as soon as the hotfix is available.

Nexus support and maintenance agreements ensure that you always have access to the latest, most secure and most stable Nexus software. To extend your software license, for example, with more users or new functionality, please contact your Nexus account manager or Nexus Partner/Reseller.

Contact Nexus

To order Support, please contact your Nexus account manager, Nexus Partner/Reseller or email contact@nexusgroup.com. For more information, please read Nexus Terms for support and maintenance, on <https://www.nexusgroup.com/about-nexus/terms-and-conditions/>; and the support and maintenance description on <https://doc.nexusgroup.com/display/PUB/Support>

Nexus standard support services

- Support portal, for web and mobile <https://support.nexusgroup.com/>
- Phone Support: Business hours
- Product knowledge base DOCs: <https://doc.nexusgroup.com/display/PUB/Support>