

Odin[®] Support

Odin Global Support Data Sheet

Product	Support Options	Getting Support
<i>Odin Automation Premium 7.0 and above</i>	Support contract	Arrange a support contract with your sales representative and get your support code for submitting requests
<i>Odin Service Automation 6.0.x and below</i>	Per incident support* Support Bundle: 10-Tickets	http://www.odin.com/support/buy-support/#c147231
<i>Odin Automation Essentials</i>	Free technical support for license owners	Use your license key to authenticate in support system and submit a request.
<i>Odin Business Automation Standard</i>	Support contract Per incident support*	Arrange a support contract with your sales representative and get your support code for submitting requests http://www.odin.com/support/buy-support/#c147233
<i>Plesk Automation</i>	Free technical support for license owners	Use your license key to authenticate in support system and submit a request.
<i>H-Sphere</i>	Per incident support*	http://www.odin.com/support/buy-support/#c147233

*After we have confirmed your payment, you will receive an e-mail from our support system with instructions on how to use the support incident. Entering a license key number is optional when purchasing this type of support. Please note that once Odin Support starts working on the issue, your payment will not be refundable.

Overview

Odin Support is an integral partner in ensuring the success of our customers. We strive to bring high value to our customers in resolving their support and business needs. Odin Support service is available 24 hours a day, 7 days a week, 365 days a year.

Odin Support is a team of highly skilled specialists. We employ over 100 support associates in different locations around the world. We work each day to improve our service quality. Our technical experience grows through regular product training in Odin products, and through certification programs for the platforms and operating systems of our products. This allows us to provide solutions based on industry standards, best practices, and certified knowledge you can trust. Our motto is "Odin can only be as successful as our customers."

Key Benefits

- 7x24x365 Global Support
- Access to [Knowledge Base](#), [Documentation](#), [Forums](#)
- Support is available by [phone](#), [chat](#), or [webform](#), depending on your support options

Additional Information

For step by step instructions of how to access Odin support please see: [Odin Support Quick Start Guide](#) (PDF)

