



# Business Standard Support

## *Titan SFTP Server*

*SRT offers different support packages that allow customers to choose their level of access to technical support staff and resources. Business Standard Support is recommended for clients who may require urgent support during business hours, but do not run 24/7 operations.*

## Many Ways to Connect

Have an issue or urgent question about Titan but not sure how to explain it via email? Would you rather show it to us? Business Standard Support offers a variety of ways to connect with our tech team—based on your preference. By phone, virtual meeting, or screensharing, our team will work with you to understand and help resolve the issue. Support via chat and email is always an option as well.

**Connect with us using your choice of:**

GoToMeeting  
Microsoft Teams  
WebEx  
Zoho Assist  
Zoom

### **Business Standard Self-Help Resources:**

Video tutorials  
Knowledgebase  
Product updates  
QuickStart Guides

## Phone Support

Business Standard Support offers telephone call-back support during regular business hours (from 8:30am-5:30pm EST) with same business day response for priority 1 issues. Priority 2 issues will be handled within 1 business day.

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***“Software works great and the support is outstanding. There was an issue I had while testing the trial version — I contacted support and we were able to fix the issue promptly.” ~Billy M., IT Systems Admin***

## Extended Support for End of Life (EOL)

Extended Support for End of Life (EOL) gives customers the option to run their current version of Titan FTP Server for an additional 6 months past its End of Life while still receiving technical support. This gives you longer software testing periods before implementation and the additional time needed to migrate to a new version.

## First Look Beta Participation

As a member of our First Look Beta Program, you can take part in designing the product road-map of Titan FTP by testing pre-release versions and providing us with your feedback.

Business Standard support includes **Maintenance**, which comprises major updates and minor fixes.

## Professional Services Discount

Professional services can assist with dedicated installation, upgrade, and migration along with training and integration services. This gives you a Tier III engineer who has done hundreds of implementations—at a 25% discount off the hourly rate.

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*“The software is easy to use and set up. But, most importantly, the support team is exceptional. A good tool with exceptional support seals the deal for me.” ~Aaron M., CEO*

Titan FTP Server is a product of South River Technologies (SRT), an innovator in secure file management software. More than 100,000 customers in 140 countries use SRT’s software to make remote file access and collaboration more efficient for their customers, partners, and distributed workforce.

[www.TitanFTP.com](http://www.TitanFTP.com)

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