

SwiftPage Support Packages available.

Business Care Support

Formerly known as Business Care Bronze, this tier of Business Care includes Swiftpage telephone support with no feature upgrades. To separate this from the contract types inclusive of Feature Packs and simplify the branding, this contract type is now called Business Care Support. Existing Bronze customers will be unaffected by the naming change – their service will not change as a result of the rebrand.

Business Care Support provides unlimited access to expert Act! Support Advisors.

Business Care Bronze

New to the Business Care suite and aligned to the North American naming convention is a contract inclusive of Feature Pack/upgrade entitlement with no Swiftpage telephone support. This contract type is perfect for customers who want to protect their investment by always being on the current version of Act! but either don't need support or would prefer to have support from their Act! Partner.

Business Care Bronze provides automatic access to the latest feature enhancements and platform updates, plus compatibility with popular operating systems and productivity tools.

Business Care Silver

This tier of contract is unchanged and includes extended Swiftpage telephone support, as well as Feature Packs and Act! Connect licenses. This delivers increased value for money by delivering a combination of the two entry level contracts at a reduced price point.

Business Care Silver provides automatic access to the latest feature enhancements and platform updates, plus compatibility with popular operating systems and productivity tools. You also receive unlimited access to expert Act! Support Advisors, plus valuable extras, including free mobile access to Act! data with Act! Connect.

Business Care Gold

The absolute best value Swiftpage support for customers who wish to maximise their investment in Act! with a superior level of service. Business Care Gold includes everything in the Silver contract plus access to advanced technical support advisors, appointment scheduling, voice message support and online self-study training.

Business Care Gold provides automatic access to the latest feature enhancements and platform updates, plus compatibility with popular operating systems and productivity tools. You also receive unlimited access to our most experienced Act! Support Advisors, and have the ability to schedule appointments or leave a voice message for a dedicated contact. Plus, receive valuable extras, including online training at no charge with Act! Anytime Learning, and free mobile access to Act! data with Act! Connect