

Support Features

to help you stay ahead

24 Hour eSupport

The fastest and easiest way to get questions answered and connect with other users.

Maintenance Updates

Enjoy continual improvements and enhancements between releases.

New Versions

Stay on the cutting edge with the latest in woodworking software technology.

Telephone Support

Certified Planit Technicians on hand to troubleshoot your software problems.

Priority Queue

Peace of mind knowing your calls will be answered as soon as possible.

Online Training

1 on 1 training over the internet personalized to fit your specific needs.

Industry Partner Discounts

Enjoy special pricing on products and services from select industry partners.

Contact Us

we're here for you

Our Customer Service Representatives and Support Technicians are on hand to help you become more successful. If you have any questions or requests, please contact us.

By Phone

800-280-6932

By Email

customers@planitsolutions.com

eSupport

esupport.planit.com

Online

www.cabinetvision.com

cabinet vision

Support & Maintenance Packages
designed for you



Choose a Plan that's right for you

Essential

The plan you can't live without.

Features eSupport, unlimited maintenance updates, 5 telephone support instances, and discounts with Select Industry Partners.

Standard

Stay up to date.

Includes everything from the Essential package plus free version upgrades.

Advanced

Our best value.

Combines all the benefits of Essential and Standard packages plus 5 more telephone instances.

Ultimate

Ultimate peace of mind.

Bundled with all the features of the previous packages. Plus get free access to all eLearning courses, Online Classroom courses, and a seat in any Regional Course. With all these features plus 10 more telephone instances and priority queue, you never have to worry about down time again.

Support Packages designed to fit your needs

	Essential	Standard	Advanced	Ultimate
24 Hour eSupport	✓	✓	✓	✓
Maintenance Updates	✓	✓	✓	✓
New Versions	✗	✓	✓	✓
Telephone Support Instances*	5	5	10	20
Priority Queue	✗	✗	✗	✓
On-line training (1 on 1)	✗	✗	✗	4 hours
Select Industry Partner Discounts	✓	✓	✓	✓
1 Free Copy of eLearning courses	✗	✗	✗	✓
1 Free Seat to Regional Training	✗	✗	✗	✓
Free Access to Online Classroom	✗	✗	✗	✓
Exclusive monthly webinars	✓	✓	✓	✓
Package Price	\$750	\$1000	\$1250	\$2000
Additional System Support	\$100	\$100	\$100	\$100

* A telephone instance is defined as a phone/email contact with a technician where your issue is resolved.

All plans available exclusively to Cabinet Vision customers in the U.S.

24 Hour eSupport the support that never sleeps

- Personalized Member Home Page
- Technician Monitored Forum
- Download Software Updates
- Frequently Asked Questions
- Download select UCS's
- Download select Custom Reports
- Ask a Tech via Email
- On-line Help Files
- Help in PDF Format

Even More Value bonus services for all members

- Free Monthly Tech Webinars
- Email Tips and Tricks every 2 weeks
- Access to Training Movies

Questions:
Call us at 800-280-6932

