

Support Plan Value Proposition

We are committed to the success of your projects, which is why we have designed a support structure to empower your business at every stage of a project. From initial design to testing, deployment and long-term maintenance, we are here to support your business needs.

Key Benefits of IA Support Plans for You

1) High-Quality, Direct Support from Inductive Automation:

We provide proven, high-quality support to assist you at every stage of your project. With a large team of experienced Support Engineers from our US headquarters and our Australian office, available Monday through Friday:

US Office: 6 AM - 5 PM PST

AU Office: 8:30 AM - 5 PM AEST

Our goal is to ensure you are directly and thoroughly supported.

2) Specialized Issue Handling:

Efficient Ticket/Issue Hand-off: Streamlined processes for transferring complex issues.

Priority Escalations: Critical issues or impacted production receive accelerated attention.

Emergency Support: Available outside standard business hours for urgent situations (requires a Total Care or Priority Care plan)*.

3) Inductive Automation's Ongoing Backing:

IA ensures you benefit from consistent, comprehensive support throughout all stages of the project, including deployment, implementation, and ongoing maintenance.

Access to dedicated support resources and experienced engineers means timely resolutions to issues.

Additional Value-Added Components

Upgrade Protection:

All Inductive Automation Support plans include **Upgrade Protection**. This guarantees free major version software upgrades. It ensures you always have access to the latest features and improvements across all their modules and systems without incurring additional upgrade costs.

Predictable Budgeting:

Annual support costs are calculated based on the retail price of the licensed modules at the time of purchase. Fixed pricing eliminates annual increases in support costs. This greatly simplifies budget planning and financial management for you, ensuring transparency and predictability.

Expedited Bug Resolution:

Our support aids in confirming, reporting, and providing crucial information to resolve bugs faster. Faster bug identification and fixes through IA's Defect Analysis team involvement. A means to confirm if a behavior is expected or an unintentional bug.

Extensive Technology Scope:

Strategic Partner and Technology Providers Experience:

Our Engineers are familiar with many technologies such as MQTT modules from Cirrus Link, Sepasoft, Opto 22, and 4IR Solutions.

Ignition Subsystem Guidance: In-depth knowledge and guidance on Ignition subsystems such as Tag History, Transaction Groups, Tags, Expressions, and Perspective.

Adjacent Technology Experience: Our support extends to common adjacent technologies including Virtual Machines (VMs), Voice over IP (VOIP), Active Directory (AD), Databases (DB), Certificates, and more.

Choosing the Right Plan for You

Any IA Support plan grants your tickets priority over those without a contract, with higher-tier plans offering even faster response times.



Basic Care

- 16% of the original retail license price at the time of purchase.
- Offers unlimited web portal (email) support.
- *Includes Upgrade Protection.*



Total Care

- 20% of the original retail license price at the time of purchase.
- Provides expedited response times via web portal or phone.
- Includes Upgrade Protection.
- Offers a 10% discount on training courses for the end-user, helping them become more self-sufficient and potentially reducing their need to contact you for basic support.
- *Includes access to 24x7 Emergency Support*, ensuring peace of mind.*



Priority Care

- 24% of the original retail license price at the time of purchase.
- Offers the highest priority response times via web portal or phone.
- Includes Upgrade Protection.
- Provides a 15% discount on training courses for the end-user, further enhancing their self-sufficiency.
- *Includes access to 24x7 Emergency Support*, ensuring peace of mind.*

We encourage you to contact us for a detailed breakdown of our support plans and to discover how they can significantly benefit your business and enhance user satisfaction.

View our [support policy](#) for more information.

* 24x7 Emergency Support is billed at \$450 USD per hour with a 1-hour minimum.