

IGLabs makes available many services under a Sponsor Program. Donation can be used to add functionality to IGSuite or to adapt existing functionality to the specific needs of your company or to obtain different forms of support.

It is easy to donate and you can do it online right now. Take a look at our [Contribute] pages. We offer several forms of support:

## **E-Mail Support**

Because of the number of messages we receive everyday, e-mail support is available only under donations or by sign up to the official mailing list project. Support answers are usually available in one business day, or even in the same day. It doesn't include new features development or specific bug fixing requests.

With offer of minimum **150,00 Eur** you will automatically receive 1 year of e-mail support. If you have a problem or find a critical bug in IGSuite, we will respond to you within 24 hours and help you as soon as possible.

## **Remote Installation**

If your server is connected to the internet and we can remotely log in to your machine, we can remotely install IGSuite for you. For this type of installation you have to donate a minimum offer of **300,00 Eur** (Maximum of 4 hours, 50,00 Eur per extra hour).

## **Remote support**

If there is a problem with your IGSuite installation, our labs can try to solve the problem remotely, if your server is connected to the internet and we are able to login to your machine. This form of support is available for the cost of **100,00 Eur** per hour with a minimum of one full hour.