SMPCare GxP Support Plans

Get remote PhD level technical support from the experts that know our microplate readers and SoftMax® Pro GxP Software best. Only Molecular Devices SMPCare provides one-stop support from experts who can resolve most issues in a single call. Additionally, we have consultative services to help with protocol and SOP development for your organization.

Key benefits

- Specialized support specifically for compliant labs
- Access to a team of subject matter experts for help with advanced software acquisition and analysis settings
- Access to software update installers released during your active plan term

Coverage for SoftMax Pro GxP Software	Scope	SoftMax Pro 7.1.x GxP Software	
		No Plan	Plan
Software activations	Additional SoftMax Pro GxP Software activations* per user per year	0	2
Plate reader connectivity	Assistance with plate reader connectivity troubleshooting	•	•
Software function	• Assistance with software functionality troubleshooting (<5 minutes) • Access to SpectraNet knowledge base and user guide downloads • Remote screen sharing	•	•
Software application support	• Assistance and guidance on feature implementation and use (5+ minutes) • Direct access to subject matter expert • Access to software & document updates via SpectraNet		•
Software updates[1]**	Access to update installers released during active plan term		•
Continuity maintenance	Access to service packs released during active plan term		•
GxP Admin 3.x Portal support	Support for: • Password reset account recovery • User/role management • System audit trail configuration		•

[1]Starting from SoftMax Pro 7.1.1 GxP Software
* Applies to Multi Computer set up only
** Software updates may address potential cybersecurity issues. Does not include Installation and Validation services.

Coverage for SoftMax Pro GxP Software	Scope	SoftMax Pro 7.1.x GxP Software	
		No Plan	Plan
Validation support	Support and guidance for: • Software Validation Package • Deviation and risk management		•
Installation support	Post-deployment guidance on installation of SQL database and server questions		•
Advanced formula assistance	Software support for data analysis functionality in existing protocols and formulas		•
Perfective maintenance	Optimize software performance per recommended server computer specifications		•
Adaptive maintenance	Guidance for adapting our GxP software to changing operating systems		•
Priority SoftMax Pro INSIDER[2]	Priority notification of new alpha and beta testing programs		•

Software Maintenance Plan

Annual maintenance and technical support plan for SoftMax Pro 7.1.x GxP Software

Software Validation Service

On-site software validation for SoftMax Pro GxP 7.1.1 Software or higher

[2]Requires enrollment in **SoftMax Pro INSIDER program**

Additional paid support and services

- Product training
- Protocol building and support
- Custom coding/scripts

- System architecture consultation or specification
- System installation/upgrade assistance
- Data migration assistance

Contact Us

Tel.: 915 515 403

Fax: 914 334 545

e-mail: info@bionova.es

www.bionova.es

bioNova científica, s.l.