



SUPPORT

QUALITY

SOLUTION

ASSISTANCE

GUIDANCE

CONTACT

# 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 71.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	<ul style="list-style-type: none"> <li>• Assistance with software functionality troubleshooting (&lt;5 minutes)</li> <li>• Access to SpectraNet knowledge base and user guide downloads</li> <li>• Remote screen sharing</li> </ul>	•	•
Software application support	<ul style="list-style-type: none"> <li>• Assistance and guidance on feature implementation and use (5+ minutes)</li> <li>• Direct access to subject matter expert</li> <li>• Access to software &amp; document updates via SpectraNet</li> </ul>		•
Software updates <sup>1</sup>	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: <ul style="list-style-type: none"> <li>• Password reset account recovery</li> <li>• User/role management</li> <li>• System audit trail configuration</li> </ul>		•

<sup>1</sup>Starting from SoftMax Pro 71.1 GxP Software

Coverage for SoftMax Pro GxP Software		SoftMax Pro 71.x GxP Software	
		No Plan	Plan
Validation support	Support and guidance for: <ul style="list-style-type: none"> <li>• Software Validation Package</li> <li>• Deviation and risk management</li> </ul>		•
Installation support	Post-deployment support and 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		•
Adaptive maintenance	Guidance for adapting our GxP software to changing operating systems		•
Priority SoftMax Pro INSIDER <sup>2</sup>	Priority notification of new alpha and beta testing programs		•

### Software Maintenance Plan

Annual maintenance and technical support plan for SoftMax Pro 71.x GxP Software

### Software Validation Service

On-site software validation for SoftMax Pro GxP 71.1 Software or higher

<sup>2</sup>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

Phone: +1.800.635.5577  
Web: [www.moleculardevices.com](http://www.moleculardevices.com)  
Email: [info@moldev.com](mailto:info@moldev.com)  
Check our website for a current listing of worldwide distributors.

### Regional Offices

USA and Canada	+1.800.635.5577	Taiwan/Hong Kong	+886.2.2656.7585
United Kingdom	+44.118.944.8000	Japan	+81.3.6362.9109
Europe*	00800.665.32860	South Korea	+82.2.3471.9531
China	+86.4008203586	India	+91.73.8661.1198

\*Austria, Belgium, Denmark, Finland, France, Germany, Iceland, Ireland, Italy, Luxembourg, Netherlands, Portugal, Spain, Sweden, Switzerland and United Kingdom