



SMPCare

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.

SMPCare: Support for Softmax Pro GxP Software ¹	Essential	Preferred
Software updates ²	✓	✓
Software continuity assurance	✓	✓
Basic technical support	✓	✓
Assistance with SoftMax Pro GxP Software basic protocol setup	✓	✓
Assistance with SoftMax Pro GxP Software advanced formula consultation		✓
Technical support priority response: within 24 hours ³		✓
GxP Admin Portal support		✓
GxP workflow introductory support		✓
GxP validation support		✓
Ordering information	Part number	
Annual maintenance and essential technical support plan for one user license of SoftMax Pro GxP	SMPCAREGXP-ESSENTIAL	
Annual maintenance and preferred technical support plan for one user license of SoftMax Pro GxP	SMPCAREGXP-PREFERRED	

¹Starting from SoftMax Pro 7.1.1 GxP Software

²Designated by the change of version number to the right of the first or second decimal point

³Excludes holidays and weekends

Terms and conditions: <https://www.moleculardevices.com/technical-support-plan-terms>

Contact Us

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 Check our website for a current listing of worldwide distributors.

Regional Offices

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