

PHAROS SUPPORT PACKAGES

Assistance to diagnose
and resolve issues faster



In today's fast-paced business environment, the impact of print operations going down extends far beyond inconvenience—it directly affects employee productivity, resulting in wasted time and mounting frustration. Pharos recognizes the critical role your Pharos system plays in your business operations, and that when there are disruptions, time is of the essence. Rest assured knowing that Pharos's global Support team stands by your side to quickly address any issues you may encounter.

Whether it's access to our 24x7 online knowledge base to quickly troubleshoot common issues, a private Slack or MS Teams channel for opened tickets, or even a Pharos Support Advocate who ensures availability of resources and champions issues on your behalf, there is a Pharos support package suited for your organization's needs. Every support tier is designed to ensure swift, effective issue resolution and minimize system downtime to keep your organization running smoothly.



Pharos Support Packages

	Standard	Premium	Enterprise
Access to 24x7 Online Support Portal	✓	✓	✓
Troubleshooting through video calls	✓	✓	✓
Support Hours	Business hours	24x7	24x7
24x7 Support Action	-	Initial response & triage for Business Critical Pharos software issues	Action on Business Critical and Major Service Impact Pharos software issues
Personalized Technical Profile	-	-	✓
Prioritized response request	-	Via Support Portal	Via Support Portal
Pharos Support Advocate	-	-	✓
Private Slack or MS Teams Channel (messaging app) for opened tickets	-	-	✓
Included Professional Services Units	-	-	3

Access our [online support system](#) 24x7, or:

USA, Canada, and Caribbean

8 AM – 8 PM ET, Monday – Friday
+1 877 848 0397

Asia and Australia

8:00 AM – 5 PM AEST, Monday – Friday
+65 3163 3416

Europe, Middle East, and Africa

8:00 AM – 5:00 CET, Monday – Friday
+44 1256 27 4067

Rev. December 2024

To learn how Pharos Support can help you diagnose and resolve issues faster.
(585) 939-7000 or sales@pharos.com



www.pharos.com