



Support

Operations

- Preservica EPC and EPCP are operated by a professional operations team that keeps the system operating, maintains backups, checks performance and does test restores
- The hardware platforms are provided by Amazon Web Services via locations in US (N. Virginia), Canada (Montreal), EU (Dublin), UK (London) or Australia (Sydney). Comparable regions are also available for Microsoft Azure
- Optionally configured to use a client's Open LDAP, Active Directory, or SAML provider (e.g. Azure ID) for access control (supported configurations within Product Documentation)
- Operations fall under our ISO 27001 (Information Security Management System) accredited processes
- There is no system administration requirement for the customer
- Dedicated organization training course included for users and managers of the system
- Remove your data from Preservica with no cost exit with no data lock-in

Standard Support

Preservica provides a full ongoing support service including a dedicated support portal, user group forum, email support, new feature releases and bug fixes.

Accelerated Success

Preservica EPC and EPCP customers receive access to Accelerated Success, which provides users with an enhanced and proactive consultancy service delivered by trusted digital preservation experts. Our Customer Experience team will provide a tailored service to support your digital preservation projects.

- EPC and EPCP include 10 days of consultancy for each year of the contract (non-cumulative). The 10 customer success days included within the subscription price are not intended for: custom coding, sponsoring product features, bug fixes or managing/fixing the Client's own IT infrastructure
- EPC and EPCP customers have the option to purchase additional blocks of consultancy for larger projects

Integration

Preservica EPC and EPCP include extensions for use and integration:

- Synchronization with supported catalogs (See Data Management section)
- OAI-PMH API for providing metadata harvesting information
- REST API for content read and write actions

Development Program

Preservica EPC and EPCP are under active development with major and minor releases made throughout the year. All development is performed under our ISO 9001 Quality Management System.

System Requirements

Access to Preservica is provided through the following supported browsers:

- Google Chrome v77+
- Internet Explorer v11
- Mozilla Firefox v69+
- Safari v12 (web browser upload only)

An open connection to the internet is required for connection to Preservica EPC and EPCP.