Welcome to Archivista support



Great that you made it here – all the possible information that you could need for working with the ArchivistaBox can be found here. And irrespective of if you have already acquired an ArchivistaBox, intend to obtain one, or want to work with the open source version, you will find all the information you could want right here.

‘Gold’ with replacement guarantee

When you acquire the ArchivistaBox you also receive the **gold maintenance package for one year free of charge.** The Gold Maintenance Package offers support within 8 hours during business hours i.e. Monday-Friday from 8-12 and from 13.30 to 17.30. The annual maintenance fee amounts to 15% of the ArchivistaBox price. If during the maintenance period the ArchivistaBox should give up the ghost, you will receive a replacement box within 8 hours during business hours i.e. in the unlikely event of a hardware defect, the ArchivistaBox will be exchanged free of charge at any time. Remote maintenance can be carried out either via an open SSH port or via the integrated ArchivistaBox solution (no adjustments to the firewall necessary).

‘Platin’ for highest demands

The Platinum maintenance package includes all the services of the Gold package, with a maintenance fee of 25 percent per year. In return, you receive priority support within four hours. The Platinum package is recommended if you value extremely fast support. In addition to the options for setting up remote maintenance as in the Gold package, a remote maintenance option requested by the customer can also be implemented. The costs for setting up and operating individualized remote maintenance are billed on a time and material basis.