

Scilab User Support

Scilab Support and Maintenance – Level 1

For Scilab users, Engineers and Scientists who adopt Scilab. And their IT managers for peace of mind. Do it under the expert watch of the Scilab team part of ESI Group!

What you get:

- **Expertise:** your concerns directly taken care of by the Scilab expert team. The best answers by the experts who are building the software.
- **Reliability:** the best of both worlds, open-source with enterprise-class professionals to rely on.
- **Reactivity:** your R&D problems cannot wait for the community. We guaranty the response time.

What does it include?

- A defined number of level-1-support hours
- Your answer within two business days (opening hours from 9 am to 5 pm CEST)
- For your whole team: no limitation of users
--> scale up your use of Scilab, scale your support
- One year long (no automatic renewal)

How does it work?

We set up a dedicated channel for your whole team.

- Your colleagues have access to your questions and answers
- Our team can handle it on the fly, for reactive support
- Post your problems, we can evaluate the required time before answering

To subscribe, email us at team@scilab.io

Limitations and other offers

- Limited to one contract per organization
- No software development included: For such need, subscribe to our Scilab maintenance contract: Either Corrective, or Evolutive.
 - o You want to stay on the current LTS version, but want to have your bugs fixed? Subscribe for corrective maintenance.
 - o You want to have richer functionalities included in the distribution? Subscribe for evolutive maintenance. Only the developers of Scilab can provide you such services!