



# Top 5 reasons to protect your software investment

## Main benefits of buying a premium software maintenance agreement

### 1 Flexible support options to suit your requirements

The mission of the SDL Trados Support Team is to provide all of our customers with excellent customer service and the best possible level of technical support. In addition we have created multiple support offerings so that you can choose the level of support that best fits your needs.

### 2 Free upgrades, updates and service packs

Be sure to benefit from latest software updates at no extra cost to you! You will receive all the latest versions of the world's favourite translation software throughout the duration of your SDL Trados Premium Software Maintenance Agreement (PSMA).

### 3 The highest level of technical support as and when you need it

The SDL Trados Premium Software Maintenance Agreement (PSMA) provides on-demand service either through email or telephone, and is ideal when time is a critical factor for your translation processes. It entitles you to contact the SDL Trados Support Team with unlimited support requests and guaranteed initial response times based on the severity of the problem reported.

### 4 Protect your translation processes from unforeseen technical issues

With the SDL Trados PSMA, you will be able to enjoy guaranteed peace of mind with on-demand support for your translation investment. Whether you are new to SDL Trados technology, or an experienced user, then you can rely on the expertise from our highly skilled technical specialists to resolve your software queries.

### 5 Optimize your software solutions to help accelerate your translations

The SDL Trados Support Team has developed a number of web-based self-service support systems so you can make the most of your software investment and resolve any technical issues as they arise. These tools include the SDL Trados Knowledge Base, which contains a wealth of information ranging from latest releases and hot fixes, to best practices, and tips. Bookmark this page, and make it your first stop to resolving any technical issues!

[Find out more](#)

[www.sdl.com/en/services/support](http://www.sdl.com/en/services/support)