

MAK ONE Maintenance

The MAK ONE Force Multiplier

When you invest in MAK ONE Maintenance, you unlock a stream of continuous value. It keeps your products aligned with the latest technologies and ensures that you and your team benefit from every MAK ONE release.

It's also your gateway to MAK's development team, or as we call them, your "engineers down the hall" – the engineers who build the products are the same engineers who support you. MAK ONE Maintenance gives you the support you need to move fast, stay confident, and deliver.

Being on MAK ONE Maintenance means that you are part of a community where every customer's investment helps make MAK ONE better for everyone. It's a force multiplier and you get the direct benefits.



Here's what you get with MAK ONE Maintenance ►

- **Built-in compatibility:** Stay compatible with the latest standards, hardware, operating systems, protocols, and drivers. We handle the updates, so you don't have to.
- **New features and content:** Access new data, capabilities, and enhancements with every MAK ONE release.
- **Direct access to developer support:** Unlike typical support models, your support requests aren't shipped off to a call center or passed along to a disconnected support team. Your support team *is* our engineering team. Get expert help from the people who build the products via our dedicated support portal where you can track your tickets and engage directly with MAK product engineers.
- **License Transfer:** Transfer licenses easily across your organization, whether for new deployments, delivery to your end customer, server migrations, or unexpected hardware failures. MAK ONE Maintenance ensures you can keep your systems running smoothly.



Looking for something more custom?

Ask us about **MAK ONE Premium Support** for expert guidance on system architecture, third-party integrations, and custom content and plugin development, including dedicated web sessions and remote and onsite support.

We believe in MAK ONE Maintenance. ►

"When you're part of the MAK ONE Maintenance community, your investment strengthens the entire MAK ONE product line. And every customer on maintenance contributes to this shared cycle of improvement. It's a force multiplier that helps us deliver better features, faster support, and smarter solutions for everyone."

— Ross Uhler, MAK Technologies, Strategic Business Development Director

"The support we provide via maintenance is how we, as engineers, stay connected to our customers. Every interaction gives us a chance to learn directly from the people using our software, leading to better products and ultimately a more customer-driven MAK ONE roadmap."

— Matt Figueroa, MAK Technologies, Director of Interoperability and Infrastructure

"When customers use MAK ONE Maintenance, it means that I have the flexibility to easily transfer license keys, whether it's to a different team or on a customer deployment. It's what keeps everything moving smoothly."

— Lina Cicoria, MAK Technologies, Sales Operations

Ready to join the MAK ONE Maintenance Community?

Contact **info@mak.com** or your local distributor to learn more about your maintenance options.



Request Support

Report an issue or request technical support for a MAK product as part of standard product maintenance.

We're here to help



Track Requests

See the status of your requests and issues that you are copied on.

Follow Up



Premium Support

Report an issue or request support associated with a Premium Support Contract.

Let us know

Customers can access **MAK's Support Portal** by logging in to the MAK website.