

# Elastic Path Customer Support

Overview



Elastic Path Software provides an enterprise ecommerce platform for the easiest and most cost-effective way to deliver custom ecommerce solutions. Along with world-class software, we also provide you with a wealth of support resources to ensure that you get the most out of your Elastic Path ecommerce platform. Our Support team takes pride in its community, team, and customer-focused approach.

## Standard Support Services

Standard Support is available at no-cost to all of our customers on a fully-licensed software plan.

### Online and Phone Support

Submit trouble tickets or track and respond to case updates, all online.

- Login to the Support site [www.elasticpath.com/support](http://www.elasticpath.com/support) or call us at 1.800.942.5282 9am-5pm PST Mon-Fri

### Software Updates

All customers on a fully-licensed software plans receive maintenance releases, fixes and new versions of our ecommerce platform at no additional cost. New code can be downloaded from the Elastic Path support site.

- Login to the Support site [www.elasticpath.com/support](http://www.elasticpath.com/support)

## Online Developer Community

The foundation for enabling your success is our online community called Grep. Support forums for developers: Ask questions and participate in discussions on the developer forums Tell us about your customizations, successes, and product recommendations. The Elastic Path developer and support staff are active participants in the developer community and will respond to your posts, so please join in. Technical blog: Check out our technical blog, where our very own developers give tips and tricks on working with Elastic Path code. Training and education: Learn more about our ecommerce platform with our how-to's and videos. Our User Education Space also provides documentation resources. Product ideas and suggestions: Read about what you can do to run your store more efficiently or make it more enjoyable for customers. Share your thoughts too.

Register or login to the GREP Community Site <http://grep.elasticpath.com>

## Premium Support Services

**Developer Training:** This introductory 3-day class prepares developers to customize the ecommerce platform, add new features and integrate with other systems.

**Solution Architecture Review:** Validate your architecture before committing expensive resources to build it.

**Pre-Launch Performance Testing:** Verify the operation and performance of your store under load before you open it to real-world customers.

**Site Performance Audit:** Improve the performance of your online store with our complete performance analysis services. Contact your Elastic Path representative for more information.



## About Elastic Path

Elastic Path Software provides an enterprise ecommerce platform for the easiest and most cost-effective way to deliver custom ecommerce solutions. The Java-based platform comes with many out-of-the-box features and a full development environment. This enables internal IT teams to develop innovations for business users with a faster time to market. Major global brands such as Aeroplan, Time Inc, and Samsonite rely on Elastic Path. For more information, please visit [www.elasticpath.com](http://www.elasticpath.com).

Elastic Path Software Inc. | 800 - 1045 Howe Street, Vancouver, BC Canada V6Z 2A9  
TEL: +1.604.408.8078 | FAX: +1.604.408.8079 | [elasticpath.com](http://elasticpath.com)

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