SiteWorx® Software Support & Maintenance Plan

SiteWorx Software is committed to helping our customers operate their facilities at peak performance. SiteWorx subscribers receive automatic remote software updates, new features, and access to live technical help through SiteWorx Software Customer Support covered by the SiteWorx Support and Maintenance Plan.

Remote, Automatic Software Updates and Enhancements
SiteWorx Software is continuously enhancing the SiteWorx Application Suite to meet the evolving needs of our customers. The cloud-based SiteWorx suite is updated automatically, so you can take advantage of new capabilities and enhancements as soon as they are released.

Remote, Over-the-Air Luminaire and Smart Device Updates
SiteWorx Smart Devices and Luminaires are automatically updated with the latest features and firmware using over-the-air updates.

SiteWorx Help Center Access
SiteWorx subscribers can find how-to guides, answers to frequently asked questions, configuration instructions, and other helpful tips anytime, anywhere by visiting the SiteWorx Help Center at help.siteworx.io.

Live Technical Support
Our team of support engineers are ready to assist you by providing technical support and troubleshooting to help in the daily operation of the system, general system management, identifying any system problems, and assisting in providing solutions. A SiteWorx Software support engineer will respond within 8 hours of an initial request for troubleshooting during normal business hours — 9:00 A.M. to 5:00 P.M. EST, Monday to Friday, excluding recognized holidays.

Secure Remote Access Troubleshooting
As a cloud-based, software-as-a-service platform, SiteWorx enables our support engineers to provide live, secure remote access troubleshooting.

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SiteWorx Software Customer Support
support@siteworx.io
+1 (857) 357-4200

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