

Notice of Change:

BioConnect Customer Support

Effective July 1, 2019

As of July 1, 2019 BioConnect and Suprema are implementing an evolution in our partnership to capitalize on our continued growth and success in the North American market. At the heart of the change is a new go-to-market model to expand our collective resources and deepen our partnerships. In particular, as outlined below, this will result in additional focus, investment and support for our customers.

WHAT IS THE CHANGE?

As of July 1 the following changes will occur:

Suprema will be taking over any Suprema reader technical support and BioStar software support when purchased through distribution. This includes any RMA/return related processes.

Over the past 12 months, Suprema has established a team on the ground to increase their focus on the Distribution market and their distributed and centralized BioStar systems. Suprema will manage all aspects of the Distribution partnerships and provide technical support for all BioStar based software and hardware.

Support from Suprema will be available Monday to Friday, 8am - 5pm EST at the following toll-free number: 1-800-490-6971.

Any BioConnect solution issues (software and / or hardware) will continue to be supported by BioConnect in the current manner.

As the partnership between BioConnect and Suprema continues to grow and strengthen, we are working jointly to implement this change in the market and accelerate our growth together.

BioConnect will continue to provide technical support for all software and hardware pertaining to our joint customers with our Access Control Manufacturers.

Support from BioConnect will remain available Monday to Friday, 8:30am - 8:30pm EST at the following toll-free number: 1-855-368-3743.

WHO DO I CONTACT FOR SUPPORT?

Use the below workflow to determine whether to contact BioConnect or Suprema USA for support.

