



ITAA-Assist FAQ's



General Questions

What is Assist?

Assist is a service that provides on-demand access to software procurement and licensing experts.

How does Assist work?

You submit your question via email or our portal, and our experts provide a detailed response tailored to your needs.

Who is Assist for?

Assist is designed for businesses of all sizes, from startups to large enterprises, looking for expert advice on software licensing and procurement.



Plan-Related Questions

What is included in each plan?

Each plan offers a specific number of questions (or tickets) and a set term, with the Enterprise plan offering unlimited support.

Can I upgrade my plan if I need more tickets?

Yes, you can upgrade your plan at any time to access more support.

What happens if I don't use all my tickets within the term?

Unused tickets expire at the end of the term and cannot be carried over.

How is the Enterprise plan different from others?

The Enterprise plan is customized to your needs and includes unlimited tickets with an annual renewal.



Technical Access Questions

How do I submit a question?

You can submit questions via email (assist@itaa.com) or through our online portal.

Do I need any special tools or software to use Assist?

No, all you need is access to email (assist@itaa.com) or the portal.

Is the service available globally?

Yes, Assist is accessible to customers worldwide.



Usage Questions

What kind of questions can I ask?

You can ask about day-to-day license management, software audits, licensing risks, contract negotiations, compliance, and more.

How quickly will I get a response?

We aim to respond to most queries within 2 business days, depending on the complexity of the question.

Can I ask follow-up questions?

Yes, although follow-up questions will be charged at one ticket per question.

Is there a limit to the complexity of questions I can ask?

No, our experts are equipped to handle both simple and complex queries.



Billing and Contracts

What payment methods do you accept?

We currently invoice you for immediate payment.

Are there any hidden fees?

No, all fees are outlined clearly in your plan.

Can I cancel my plan?

Yes, you can cancel at any time, but unused tickets are non-refundable.

Is there a trial period?

You can submit one FREE evaluation question through our portal to try our service without commitment.



Need Help Logging In?

I need help signing up, or am having trouble logging in

Please contact assist@itaa.com for help.



Don't see the answer to your question? Contact us at assist@itaa.com for more help.