






## Learn more about the PLA Support Contract benefits

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### Next PLA 3.0 Webinar & Trainings

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|  <p>Basics Webinar</p>  |  <p>Super User Training</p> |  <p>Advanced Analysis Workshop</p> |
| <p><a href="#">_ Nov 09, Europe - Middle East - Africa - Asia - Oceania</a><br/><a href="#">_ Nov 09, The Americas - Europe</a><br/><a href="#">_ Nov 16, Europe - Middle East - Africa - Asia - Oceania</a></p> | <p><i>Further dates in preparation</i></p>   | <p><i>Further dates in preparation</i></p>  |

*Please click to open the booking page*

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### [Learn more about the PLA Support Contract benefits](#)

Dear Max,

In my last newsletter ([31.10.2022 - Don't let your PLA Support Contract expire](#)), I spoke about the importance of an active PLA Support Contract. Today I want to tell you more about some benefits which are associated with it.

#### Get 1st level and 2nd level support

By 1st level support, we mean technical support and installation support.

2nd level support is reserved for customers with an active Support Contract. It includes statistical and other scientific support by a team of biostatisticians and (bio-)chemists.

Priority support and target response time of 24h

For supporting PLA users, we set up the PLA Support Portal. Support requests from customers with an active PLA Support Contract get a higher priority and benefit from a much shorter target response time.

#### Get updates and upgrades

Customers with an active PLA Support Contract get updates and upgrades to their licensed products free of charge. This includes updates and upgrades to PLA itself, but also all add-ons like our Data Analysis Packages and Data Acquisition Modules.

The first year of your PLA Support Contract is included in every product purchase. Please note that it does not automatically extend by default. Before it expires, we will contact you and give you a quote for renewal. If you let your PLA Support Contract expire, most benefits are no longer included.

Best regards  
Mathias von Gellhorn  
Marketing Manager

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**Download PLA 3.0 trial version - free of charge**

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#### Current conferences

- \_ BEBPA 7th Annual US Bioassay Conference  
*March 14-16, 2023 - Seattle, USA (You don't have a ticket yet? [Book here](#))*
- \_ CASSS Bioassays: Scientific Approaches & Regulatory Strategies  
*April 17-19, 2023 - Gaithersburg, Maryland, USA*
- \_ BEBPA 16th Annual EUR Bioassay Conference  
*September 27-29, 2023 - Bled, Slovenia (You don't have a ticket yet? [Book here](#))*
- \_ CHI's 15th Annual Immunogenicity and Bioassay Summit 2023  
*October 02-05, 2023 | Washington, DC, USA*

If you wish to meet one of our representatives, please contact our Sales Team by [mail](#).

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#### Webinar & Trainings Calendar



- \_ **Nov 09, Europe - Middle East - Africa - Asia - Oceania, 1.25h**  
*Frankfurt 8 a.m. / Istanbul 10 a.m. / New Delhi 12:30 p.m. / Beijing 3 p.m. / Sydney 6 p.m.*
- \_ **Nov 09, The Americas - Europe, 1.25h**  
*San Francisco 8 a.m. / Boston 11 a.m. / São Paulo 1 p.m. / Frankfurt 5 p.m.*
- \_ **Nov 16, Europe - Middle East - Africa - Asia - Oceania, 1.25h**  
*Frankfurt 8 a.m. / Istanbul 9 a.m. / New Delhi 11:30 a.m. / Beijing 2 p.m. / Sydney 5 p.m.*
- \_ **Nov 15, The Americas - Europe, 1.25h**

*San Francisco 8 a.m. / Boston 11 a.m. / São Paulo 12 p.m. / Frankfurt 5 p.m*

– **Nov 23, Europe - Middle East - Africa - Asia - Oceania, 1.25h**

*Frankfurt 8 a.m. / Istanbul 10 a.m. / New Delhi 12:30 p.m. / Beijing 3 p.m. / Sydney 6 p.m.*

– **Nov 23, The Americas - Europe, 1.25h**

*San Francisco 9 a.m. / Boston 12 p.m. / São Paulo 1 p.m. / Frankfurt 5 p.m.*



*Further dates in preparation*



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## Corporate Training

Are you interested in a corporate in-house training? Please contact us via [mail](#) or visit our [website](#).

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## Latest Releases

### **Control Chart Package 1.0.0 (build 58)**

Released: 2022-09-23

### **Dichotomous Assay Package 1.0.0 (build 23)**

Released: 2022-07-04

### **Biological Assay Simulation Package 1.0.0 (technology preview)**

Released: 2022-06-20

### **Microbial Assays for Antibiotics Package 1.0.0 (build 45)**

Released: 2022-02-22

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## Add-ons for PLA 3.0

PLA is an extensible platform. The user has several options to customize this platform and extend its functionality with add-ons. Go to our [website](#) and find it under 'PLA 3.0'.

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Working at Stegmann Systems

[Who are we looking for? - Read more](#)



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