

### **How do I know which services are covered under the support plan?**

A support technician will let you know when the service requested falls outside of the support agreement as laid out in the chosen support plan. Generally, any support issue that does not require a business decision to move forward or does not involve IT related issues will be covered. Please refer below to the “Services NOT Included in the Support Plan”.

### **What is a Support Ticket?**

A Support Ticket is a response to your issue and does not guarantee a resolution. Generally, all error messages, questions on functionality, help understanding features and reviewing a procedure are all included in a Support Ticket.

### **What if a service falls outside of the support agreement?**

If the technician determines the service falls outside the agreement, the consultant will inform you that there will be additional fees to continue and will require client approval prior to resolving the issue. ASI may provide you with a fixed bid or work based on time and material.

### **Is the response to the support issue similar to the resolution?**

The response time is the guarantee that a consultant will contact you within the promised response time that reflects the support plan you are on. Some support inquiries may require follow up research and may extend past the response time; however, ASI is dedicated to resolve your issue in a timely manner.

### **What’s the difference between a support plan and a prepaid block of time?**

The annual support plan provides you with a plan that allows you to budget for technical support related issues. A prepaid block of time can be used for additional services such as training, crystal report writing, and anything that falls outside the support plan agreement.

### **How much does an annual support plan cost?**

The cost will vary based on the support plan you select. Please refer to the support plan options to determine which plan best fits your yearly support needs.

### **What if we decide that the support plan is not a fit for our company, can we pay on a per call basis?**

Yes. Although we believe the best solution for both the client and the consultant is an annual support plan, you can log Support Tickets and pay time and material.

### **How do I log a Support Ticket?**

There are several ways to log a Support Ticket through ASI. Logging a ticket online through our website [www.asisucceed.com](http://www.asisucceed.com) will provide you with the best response time. You can also log a ticket by emailing [support@asisucceed.com](mailto:support@asisucceed.com), calling our support desk at (866) 440-5510 or faxing it to (970) 416-0732.

### **Can I call a support technician directly if I believe they know the answers to my questions?**

If you prefer to work with a specific consultant you can request them when you log a Support Ticket and ASI will assign them to your Support Ticket; however, the response time will not be guaranteed. If you contact a consultant directly, the consultant will refer you to our Support Ticket process.



## ASI Support Plan Frequently Asked Questions



### **What is the upgrade analysis?**

An upgrade analysis is a service that is included in your support plan which entitles you to discuss your current system and the requirements needed for the new release upgrade.

### **Am I able to get a quicker response time if the support matter is urgent?**

Yes, you can pay an additional fee to receive a quicker response. The fee to expedite your response time is \$150 per Support Ticket. If you are on a Basic Plan and require a response within four business hours or on the Service Plus and require a response within one business hour, there will be a charge of \$150 reflected on the next billing cycle.

### **Can I use a Support Ticket for upgrades or report writing?**

ASI will provide an upgrade analysis to clients on a support plan. The upgrade itself is billed at time and material. Report writing and import/export projects are not included in any support plan. Please refer to “Services NOT included in the support plans”.

### **Does ASI allow for monthly payments?**

Yes, you can decide to enroll in our EasyPay option which allows you to make automatic monthly payments, or you can decide to pay on an annual fee basis. If you decide to do the monthly fee, ASI can set you up with automatic withdrawals from your company’s checking account. There will be a five percent monthly service charge if you decide to enroll in the EasyPay option.

### **Does ASI’s support plan replace Sage’s Annual Maintenance Fee?**

Your Sage Annual Maintenance Fee is not included in ASI’s support plans. However, ASI can add your Sage Annual Maintenance Fee in the support plan and handle the administration process of ensuring your maintenance is paid.

### **Services NOT included in the support plan (billed at a fixed price estimate or the consultant’s hourly rate):**

- ✓ Generally, any support issue that does not require a business decision to move forward.
- ✓ IT related issues - hardware, network, workstation, security, operating system, etc.
- ✓ All on-site consulting and training.
- ✓ All issues arising from Third Party or Master Developer customizations including but not limited to support, research, scoping, installation and re-installation.
- ✓ Remote or onsite upgrade assistance.
- ✓ Creation or maintenance of Crystal Reports, FRx, Visual Integrator, etc.
- ✓ Telephone or remote training beyond a half an hour and all onsite training.
- ✓ Services Pack installations.
- ✓ Data corruption and recovery.
- ✓ Ensuring that backups of your computer data are completed. ASI is not responsible for data loss due to inadequate backups.