

# ASI's Usability Support Agreement Sage MAS 90/200 EES

Item	Service Premier Plan	Service Plus Plan	Basic Plan
Support Tickets	Unlimited	20	4
Targeted Support Ticket Response Time	Within 2 Business Hours	Within 4 Business Hours	Within 1 to 2 Business Days
System Review Meeting	Full Day	1/2 Day	1/2 Day

## What is included in all Support Plans:

- Error messages that indicate a desired operation has failed.
- Support Ticket Tracking- The client will receive a confirmation email that a support ticket has been logged which will include the support ticket number for client tracking. ASI will track service tickets internally to verify the response time is being met.
- Bug Reporting and Tracking- ASI will report a discovered bug to the Vendor and track it until a resolution is found.
- Upgrade Analysis- A consultant will review your existing system to verify it meets requirements and will make recommendations on upgrading to the newest version.
- System Review- A consultant will go onsite, or perform a remote review of your business processes and system set-ups that are aligned with your current system procedures and make recommendations based off their findings.
- Vendor Advocate- ASI will communicate with the Vendor, on the client's behalf, concerning support related issues.
- Administrative Care- This includes questions you have regarding new products, license keys, support processes, and upgrade questions.
- ASI Insider Newsletter is a quarterly newsletter introducing new product promotions that may enhance your current system.
- Client Relations Quarterly Email is an email you receive with the latest product information.
- User's Group Attendance- up to 4 attendees at no additional charge.
- ASI's Business Hours are Monday through Friday 8:00am-5:00pm MST.