



MAINTENANCE PLAN Benefits

Ademero understands the importance of a well-supported product. Our maintenance plan provides annual support services and maintenance services as listed below. Should you need assistance, fully-qualified support technicians are available to you 365 days a year. Software updates including new features, performance enhancements and bug fixes will be provided to you free of charge with this annual maintenance plan.

Support Services



- **24-hour / 7-day Support Center**
Technicians are available every day of the year.
- **Convenient Contact Methods**
 - Telephone Hotline
 - Live Web Chat (integrated in Content Central)
 - Web Site Knowledge Base (FAQ)
 - E-mail Address

Maintenance Services

- **Software Updates**
Includes Product Enhancements, Documentation Updates, and Bug Fixes. Updates keep you current with new hardware and OS releases.
- **Product Enhancements**
New features, enhanced existing features, and performance improvements.
- **Documentation Updates**
All software changes/additions will be addressed with new documentation.
- **Bug Fixes**
Issues will be resolved and included in all software updates.

A Maintenance Plan Keeps You Operational All Year Long!

Visit our web site at www.ademero.com or call us at **863-937-0272** for more information.