



Business Ready Advantage Plan

Benefits At A Glance

- Product Upgrades, Updates, and Service Packs.
- Access to Customer Support Center and Knowledgebase.
- 4 Problem Resolution Support Incidents with 4-hour Response Time.
- Unlimited Online Training.
- Protected Price List.
- Managed Community and Support Forums.

PureLogic Incorporated

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Maximize the Value of Your Solution, Increase Employee Productivity, and Protect your Investment.

With the Business Ready Advantage Plan, you receive access to software updates and our award-winning customer support center, along with basic training and technical support services. And best of all, the Business Ready Advantage Plan provides a solid foundation for the strategic services delivered by your local partner, including the following benefits:

- Enjoy access to enhanced functionality and technology advances through major version releases and upgrades. Keeps your system up to date and running at peak performance with service packs and hot fixes.
- Access tools and resources 24 hours a day from our online help desk. Including self-directed support to help you resolve issues, access new functionality, and improve business process.
- Receive 4 support incidents per year with 4-hour response time. You'll get quick answers to your product inquiries so you can get back to business.
- Leverage the benefits of online training materials, and tutorials to maximize the value of your eService/360 solution, and build capacity, efficiency, and product competency.
- Protect yourself from price fluctuations by easily budgeting for annual renewals.
- With your Advantage Plan, you will have access to our managed forums where you can exchange ideas, ask questions, provide feedback, and discuss solutions with peers.



Business Ready Enhancement Plan

Benefits At A Glance

- Product Upgrades, Updates, and Service Packs.
- Access to Customer Support Center and Knowledgebase.
- Access to pay-per-incident support services.
- Unlimited Online Training.
- Protected Price List.
- Managed Community and Support Forums.

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With the Business Ready Enhancement Plan, you receive access to software updates and our award-winning customer support center, along with basic training and technical support services. And best of all, the Business Ready Enhancement Plan provides a solid foundation for the strategic services delivered by your local partner, including the following benefits:

- Enjoy access to enhanced functionality and technology advances through major version releases and upgrades. Keeps your system up to date and running at peak performance with service packs and hot fixes.
- Access tools and resources 24 hours a day from our online help desk. Including self-directed support to help you resolve issues, access new functionality, and improve business process.
- Access to pay-per-incident support with 8-hour response time. You'll get quick answers to your support questions so you can get back to business.
- Leverage the benefits of online training materials, and tutorials to maximize the value of your eService/360 solution, and build capacity, efficiency, and product competency.
- Protect yourself from price fluctuations by easily budgeting for annual renewals.
- With your Enhancement Plan, you will have access to our managed forums where you can exchange ideas, ask questions, provide feedback, and discuss solutions with peers.