

AccessIt!

SMS

dnaFusion™

**Connect Care** is designed to ensure your system is always optimized and operating at peak performance. Connect Care consists of two levels of coverage to provide your business with the protection it needs and protect your investment for the future.

Connect Care safeguards your solution by ensuring you are always current on system updates/upgrades. It provides all the necessary tools to keep your investment up to date in an ever-changing technological environment.

Connect Care provides assurance that critical systems are always operating at peak performance and the Connect Care team is ready to assist no matter what challenges may arise.

## Connect Care Standard

**Connect Care Standard** provides technical support and ensures your system always remains up-to-date and operational.

- ✓ Complete access to Knowledge Base
- ✓ Email, call or chat with the technical support team for assistance when troubleshooting issues or for answers to system related questions
- ✓ Stay connected with all software upgrades as they are released ensuring you always have access to all new features and enhancements
- ✓ Remote assistance for general support issues



Advanced support to stay on top of changing technology

## Connect Care Plus

**Connect Care Plus** delivers the ultimate user experience to get the most from your system. Plus carries all the benefits of Standard with added support for off hours and remote care.

- ✓ All the advantages of the Standard plan
- ✓ Direct end user support
- ✓ Technical phone support for emergency after hours
- ✓ Remote assistance from a certified technician for software configuration and maintenance
- ✓ Eligible for 50% end user training discount



Enhanced support for a premium user experience

FEATURES	STANDARD	PLUS
SUPPORT FOR SOFTWARE VERSIONS RELEASED IN LAST 2 YEARS*	✓	✓
PHONE SUPPORT (M-F 8AM-5PM CST)	✓	✓
EMAIL SUPPORT	✓	✓
KNOWLEDGE BASE ACCESS	✓	✓
CHAT SUPPORT	✓	✓
SOFTWARE UPGRADES	✓	✓
REMOTE ASSISTANCE FOR SOFTWARE	✓	✓
SYSTEM HEALTH CHECK WITH CONSULTATION	✓	✓
PHONE SUPPORT (EMERGENCY AFTER-HOURS)	✗	✓
50% END USER TRAINING DISCOUNT FOR ONLINE AND VIRTUAL CLASSES	✗	✓
END USERS CAN CONTACT SUPPORT DIRECTLY	✗	✓
	call for pricing	call for pricing

Current certification is needed to receive Support

\*Long Term Connect Care option available