

## Laserfiche Software Assurance Plan™

### Manage Change Safely and Effectively

- ▶ Ensure constant productivity
- ▶ Maintain regulatory compliance
- ▶ Protect your initial investment
- ▶ Maximize peace of mind

### Maximize Benefits, Minimize Risks

Laserfiche document management provides long-term digital archival and retrieval solutions to more than 21,000 clients worldwide. In an isolated environment free from technological change and unpredictable external forces, your Laserfiche solution would serve your organization indefinitely without additional maintenance and support. In the real-world workplace, however, change is a necessary part of doing business.

Many factors force change upon organizations for which Laserfiche is a mission-critical application. An increasing volume of documents strains the sorting and indexing capacity of your current system. System additions, such as more powerful servers, more memory and faster scanners, introduce unforeseen problems. Evolving operating systems demand frequent updates. Even in relatively static environments, simple wear and tear can cause devastating data corruption and loss.

The ideal approach is to manage change, maximizing potential benefits while minimizing the risks. When you subscribe to the Laserfiche Software Assurance Plan (LSAP), your authorized Laserfiche reseller can help you reach that goal.

### LSAP Highlights

- ▶ Obtain 100% upgrade credit for existing software.
- ▶ Hotline support through your authorized Laserfiche reseller solves problems promptly.
- ▶ Free software updates maintain maximum performance.
- ▶ Feature enhancements deliver increased productivity.
- ▶ Benefit from 24-hour FTP access to drivers & update files.
- ▶ Government agencies maintain eye-readability compliance.
- ▶ Maintain maximum uptime to support compliance initiatives.
- ▶ Stay current on the latest developments with monthly newsletters and tech updates.
- ▶ Preventive maintenance with optional on-site support from your authorized Laserfiche reseller.

### Protect Your Investment

Expert technical service is just the beginning. Comprehensive software assurance helps preserve your investment in business-essential applications by delivering periodic updates that extend the benefits of the original purchase. Laserfiche updates provide continual customer-driven enhancements, including increased power and the addition of new real-world features.

Laserfiche engineers also leverage advancements in hardware and software to serve customer needs, not only to stay at the technological forefront, but to assure that your organization enjoys the most efficient system available.

LSAP subscribers receive free 24-hour FTP access to each new Laserfiche update, as well as updated drivers. Laserfiche routinely issues two to four new updates per year. Running the latest version of Laserfiche guarantees the best possible performance.

### **Prompt Hotline Support Ensures Continuous Productivity**

Mission-critical applications must, by definition, be up and running at all times. The most effective way to maximize system uptime is to have trained technicians available to your authorized reseller whenever they're needed. LSAP provides guaranteed hotline support to your reseller from 6 a.m. to 6 p.m. Pacific Time. Priority LSAP guarantees a response within four hours.

### **Work Smarter, Not Harder, With the Latest Information**

LSAP subscribers enjoy round-the-clock access to the dedicated Laserfiche Support Site. The Support Site unites our global community with technical resources, educational materials and user events. Among Support Site highlights are best practice papers, training videos and Webinars on the latest Laserfiche solutions. The site also includes an open forum for exchanging ideas and learning from the collective experience of 21,000 fellow Laserfiche users worldwide.

LSAP subscribers receive monthly newsletters and technical bulletins to keep users and administrators informed, including technical tips and stories about how other users get the most out of their system. The Laserfiche Web site contains additional support information and answers to many frequently asked questions.

### **Preventive Maintenance with On-Site Support Plans**

Additional on-site service and support plans may be available from your authorized Laserfiche reseller to provide routine maintenance visits. Preventive maintenance eliminates cumulative problems that may go unnoticed by everyday users, but can result in serious system downtime if left unattended over the long term. Organizations with on-site support may also arrange ongoing in-house training for current and new staff.

### **Priority LSAP**

- ▶ Hotline support through your authorized Laserfiche reseller, who is guaranteed a high-priority response from Laserfiche in under four hours, usually within 45 minutes
- ▶ All new software updates
- ▶ User group meetings
- ▶ 24-hour FTP and WWW access
- ▶ Newsletters and technical bulletins

### **LSAP**

- ▶ Hotline support through your authorized Laserfiche reseller, who is guaranteed a response by the next business day
- ▶ All new software updates
- ▶ User group meetings
- ▶ 24-hour FTP and WWW access
- ▶ Newsletters and technical bulletins

### **Special Services**

Contact your authorized reseller to discuss optional special on-site services such as preventive maintenance visits and training for staff and administrators.

#### The Next Step

Please call (800) 782-5201 or e-mail [calger@calger.com](mailto:calger@calger.com) to request your free demo CD.