

Premier Support Comparison Chart

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		Gold	Platinum	A la Carte
		\$175/month	\$350/month	Priced Individually
Web Site Benefits				
FAQ's & White Papers	Papers will cover a variety of topics.	Online / Available for download	Proactive notification	n/a
Patches and Updates	Links to or copies of patches for ACCPAC and Visual Accountmate available for download, with installation instructions. There are also links to and patches for several other software packages that are commonly used in our client community.	Online / Available for download via remote access (Patches and updates are gathered in one convenient location and can be downloaded along with easy installation instructions)	Proactive notification (We notify you immediately via email when your version is updated or patched)	n/a
Patch of the Month	<i>New 1099 and W2 patches for Accounts Payable and Payroll</i>	Online / Available for download via remote access	*New 1099, W2 programs installed free via remote access	
Utility Software Bundle	Star Office, Accounting System Utilities, Print Screen Utility, File Viewer, Font Bundle, System Cleaner	Titles of your choice installed at signup	Titles of your choice installed at signup	Up to \$495
	Updates and new titles provided at renewal	yes	yes	n/a
Link to your web site	including descriptive text and logo.	\$50	yes	\$100
Basic Web Page Design	from template	\$250 setup, \$25/month host	\$250 setup, \$20/month host	\$350+ setup, \$30/month host
Support via email	<i>Basic short answer support</i> This email support is designed for quick answers to quick questions. Most people have hundreds of those, but don't bother to ask. This allows you to send us a quick email message and get the information you need. It is not, of course, a substitute for live, mission-critical support.	5 requests per month	Unlimited	100-500
Phone Support Benefits				
8am - 5pm EST M-F		1 support incident - max 1 hr	1 support incident - max 3 hrs	\$125 - \$375
Other Hours		\$175/hr+	\$125/hr	\$175/hr+
Private 800# access		n/a	yes	n/a
Support and Purchasing Benefits				
Annual Consultation: System and Strategy Review		Included with prepaid annual purchase	Included with prepaid annual purchase	\$250-\$500
Discounted rate on services		\$10/hr discount	\$20/hr discount	\$125-\$175/hr
Discount on system products		5%	10%	n/a
Discount on Accounting Software		n/a	5%	n/a
Billable Hours Credit		n/a	\$5 credit toward monthly fee for every hour billed. Credit is applied in following month. Purchase 60 hours of service and get your subscription free!	n/a

EMAIL Benefits		Coming in 2002	Coming in 2002	Coming in 2002
Web Mail Setup Check your email from anywhere in the world		\$50	Included	\$100
Site Interception / Guard Dog Pre-scan for viruses before they hit your system		\$50-\$350	Configured to your specifications	\$50-\$350
Set up email filters and routing		Included	Included	\$50-\$200
System Maintenance Benefits				
System monitor	check disk space, system configuration (via remote access)	monthly	monthly	dialup, \$25/month
Preventive	Run diagnostics monthly (via remote access, overnight) to identify components before they fail	server diagnostics included; if we have remote access via a Broadband Internet connection we will provide the same services for workstations for \$25/ws	server diagnostics included; if we have remote access via a Broadband Internet connection we will provide the same services for workstations for \$25/ws	onsite visit
Backup	Offsite backup services via Connected.com	Quoted based on size of dataset + \$20/month admin fee	Quoted based on size of dataset + \$10/month admin fee	Quoted based on size of dataset + \$30/month admin fee
	Mirror server-based accounting software on local workstation (requires NT/2000)	set up at signup	set up at signup	\$150
	Verify media integrity (via remote access), rotate media appropriately	monthly	monthly	onsite visit (1 hr min)
	Secure Offsite Storage	monthly (delivered to us) Local pickup \$12.50	weekly (delivered to us) Local pickup \$10	\$10/tape Local pickup \$25
Basic				
<ul style="list-style-type: none"> - Private Web Site Area - FAQs, Downloads, Utilities, etc. - Live phone support - one Incident, up to one hour - Email support via web page - 5 requests per month - Discounts on Products & Services - Offsite Storage of Backup Media- monthly - Monthly System Checkup - Web Mail Coming in 2002 				
Additional				
<ul style="list-style-type: none"> - Link to your web page - Reduced web hosting fees - Private 800# access - Proactive notification of patches and FAQ's - Live phone support - one incident, up to three hours - Increased Discount on hourly rate - Increased discount on products & software - Billable hours credit - Guard Dog / Preprocessing email filters - Reduced admin fees on backup services - Offsite storage of backup media - weekly 				
The Business Case	<p>The true value of Premier Support lies in its proactive approach to maintaining the health of your mission critical systems. Chances are you'll need most of these services at some time during the year, so why try to coordinate several vendors (and risk the proverbial vendor bounce) when we can place all of our resources at your disposal all the time for one simple, easy to budget monthly subscription. You also benefit from the stability of a system whose components were designed to work together and built according to proven industry standards. Premier Support may not completely eliminate live support calls, but it will definitely eliminate some of their most common causes. This myriad of benefits allows the program to pay for itself in many ways.</p>			