



## The LISACare Support and Maintenance Program

At Lisa Technologies (LISA), we value the relationships we build with our customers. In large measure, this means listening closely and being adaptable to their evolving business needs.

We recognize that as a customer, you rely on LISA software to help run your business. The decision to purchase LISA software is therefore an important investment decision.

LISACare is one way to protect your software investment. The LISACare program helps ensure your system runs smoothly, continues to satisfy your business needs over time, and does not become technologically obsolete.

LISACare represents a total package which aligns the level of products and services we provide with your ongoing needs. This includes not only telephone support, but also continuing staff education, consulting, communications, enhancements and upgrades, which when combined help ensure peace of mind.

LISA provides two support and maintenance plans to choose from. How do you know what is best for your organization? Each plan was developed to meet the unique needs of different types of organizations. Below are some guidelines to help you decide where your organization fits. Your LISA account executive can help guide you through the specific benefits of each solution and point you to the best choice.



### **LISACare**

This plan is designed for organizations whose day-to-day business needs in regards to LISA products are very straightforward.

This includes LISA customers who are relatively self-sufficient, and who would like to be selective in regards to support and maintenance services they choose to use.

This plan covers all the basics while providing the flexibility to acquire additional support and maintenance services on a case-by-case basis, when and as-needed.

### **LISACare Plus**

This plan is designed for organizations that recognize they will likely require services and a level of contact with LISA on an ongoing basis to assist or complement their staffs.

These organizations are also committed to the enhancement and maintenance of their systems, and thus are looking for a practical and financially attractive option to maintain their LISA systems over time.

## LISACare Plans

Customer Support Access	LISACare	LISACare Plus
Telephone access to Support Desk	•	•
Website self-help resources	•	•
<b>New Releases and Product Updates</b>		
Software patches	•	•
Product update bulletins and enhancements	•	•
Access to major new product releases	•	•
Major new product releases (at no charge)		•
<b>Value-Added Services</b>		
Access to LISA consulting services	•	•
Access to LISA training	•	•
Remote installation of new releases and bulletins (at no charge)		•
Training discount (20%)		•
Report writing discount (20%)		•
<b>Proactive Services</b>		
Access to customer newsletter	•	•
Annual customer feedback program	•	•
Remote system technical check-up and functional review (annual)		•



### The Value of Maintenance

The LISACare program helps ensure that as technology, your business environment and needs change, your LISA software will keep on working for you year-after-year. Being able to maintain and renew is not only cost-effective, but also a smart business decision.

Product updates and enhancements are only part of the story. We work with you in proactively diagnosing potential problems before they happen. We can handle the installation of bulletins for you to free-up staff. We stand behind our software and make sure it works for you; reliably and cost-effectively. That's what LISACare is all about.



Customizable enterprise software and tools for the building products industry.

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