



System crashes, failure to reconcile, flags and error messages...all spell loss of productivity for your staff and YOU. Are the accounting systems you rely upon to run your business not working consistently and as expected? These distractions are unnecessary, time consuming and very expensive. One error can cost you hundreds, even thousands, of dollars.

At WAC, we understand this. We also know that businesses are constantly challenged by the task of managing the demands of business growth while coping with continuous technology changes.

Our goal is to keep your accounting systems accurate, fast, available and secure so that you can concentrate on the everyday demands of expanding your business, managing costs and increasing revenues. We are here to help you realize the productivity gains and ROI you have been expecting from your accounting systems all along.

In order to reach this goal we have developed the ProActiveCare system that will give you peace of mind while offering a level of support that will meet your budget and needs. The attached document details the three service levels that are available. All of the plans include an initial site survey of your present system, along with unlimited help desk support.

We will be happy to review these new service offerings with you in greater detail when you are ready.

Sincerely,

Robert Distler

The Pink ProActiveCare package includes the following:

Initial Site Survey

The purpose of the initial site survey is to document the current system and identify potential problem areas. The initial site survey includes but is not limited to:

- Review of account system logs
- Review of file structure and deployment of system
- Documentation of critical system passwords
- Documentation of all known system customizations
- Review of current backup procedures

Help Desk Support

You will receive unlimited support calls. A support call is defined as a call to a qualified product representative that is informational in nature and normally will not last more than 15 minutes. Help desk is designed to remind trained users about product features and to clarify options within the product.

Diagnostic Calls

You are entitled to 16 diagnostic calls per year. A diagnostic call means that an analyst will gather information about the problem, including a review of live data if necessary. The analyst will determine what action is required. If there is a quick fix, the problem will be resolved as quickly as possible at no additional cost. Otherwise, a price quote will be provided. Additional calls over the 16 per year included in the plan will be charged at a minimum of \$150 per call.

Guaranteed Response Time

WAC guarantees that a qualified technical support analyst will respond to your call within 2 business hours.

Employee Training

Your employees may attend up to 16 of the weekly training classes offered by our WAC Solution Partners (reference Lunch Bytes at <http://www.wacptrs.com/>) for topics and schedule. You may also send up to 2 employees to the annual customer event and attend 4 classroom training sessions.

Upgrades or Bug Fixes (Sage no longer provides these for Sage Pro)

Any work to insure that custom code is maintained and functioning properly will be considered project work. No modifications to the software will be made without previous management authorization and scheduling.

Project Design Services

We will work with you and your staff to define the scope of work for any new project at no additional cost. This service also includes the maintenance of an offsite test system for the development of any custom modifications or testing of any procedural changes in current operations.

Annual Roadmap Meeting

At least once a year, we will meet with you to evaluate your system, delineate problem areas, discuss improvements and enhancements and develop a "roadmap" plan for the next 12 months.



The Gold ProActiveCare package includes the following:

Initial Site Survey

The purpose of the initial site survey is to document the current system and identify potential problem areas. The initial site survey includes but is not limited to:

- Review of account system logs
- Review of file structure and deployment of system
- Documentation of critical system passwords
- Documentation of all known system customizations
- Review of current backup procedures

Help Desk Support

You will receive unlimited support calls. A support call is defined as a call to a qualified product representative that is informational in nature and normally will not last more than 15 minutes. Help desk is designed to remind trained users about product features and to clarify options within the product..

Diagnostic Calls

You are entitled to 8 diagnostic calls per year. A diagnostic call means that an analyst will gather information about the problem, including a review of live data if necessary. The analyst will determine what action is required. If there is a quick fix, the problem will be resolved as quickly as possible at no additional cost. Otherwise, a price quote will be provided. Additional calls over the 8 per year included in the plan will be charged at a minimum of \$175 per call.

Guaranteed Response Time

WAC guarantees that a qualified technical support analyst will respond to your call within 4 business hours.

Employee Training

Your employees may attend up to 8 of the weekly training classes offered by our WAC Solution Partners (reference Lunch Bytes at <http://www.wacptrs.com/>) for topics and schedule. You may also send up to 1 employee to the annual customer event and attend 2 classroom training sessions.

Upgrades or Bug Fixes (Sage no longer provides these for Sage Pro)

Any work to insure that custom code is maintained and functioning properly will be considered project work. No modifications to the software will be made without previous management authorization and scheduling.

Project Design Services

We will work with you and your staff to up to ½ hour to define the scope of work for any new project. This service also includes the maintenance of an offsite test system for the development of any custom modifications or testing of any procedural changes in current operations.



The Silver ProActiveCare package includes the following:

Initial Site Survey

The purpose of the initial site survey is to document the current system and identify potential problem areas. The initial site survey includes but is not limited to:

- Review of account system logs
- Review of file structure and deployment of system
- Documentation of critical system passwords
- Documentation of all known system customizations
- Review of current backup procedures

Help Desk Support

You will receive unlimited support calls. A support call is defined as a call to a qualified product representative that is informational in nature and normally will not last more than 15 minutes. Help desk is designed to remind trained users about product features and to clarify options within the product.

Diagnostic Calls

You are entitled to 4 diagnostic calls per year. A diagnostic call means that an analyst will gather information about the problem, including a review of live data if necessary. The analyst will determine what action is required. If there is a quick fix, the problem will be resolved as quickly as possible at no additional cost. Otherwise, a fixed price quote will be provided. Additional calls over the 4 per year included in the plan will be charged at a minimum of \$175 per call.

Guaranteed Response Time

WAC guarantees that a qualified technical support analyst will respond to your call within 1 business day.

Employee Training

Your employees may attend up to 4 of the weekly training classes offered by our WAC Consulting Group partners (reference Lunch Bytes at <http://www.wacptrs.com/>) for topics and schedule. You may also attend 1 classroom training session.

WAC ProActiveCare

Plan	Pink	Gold	Silver
Annual Cost	\$4,800	\$2,400	\$1,200
Help Desk	Unlimited	Unlimited	Unlimited
Diagnosis	16	8	4
Response Time	2 hrs	4 hrs	8 hrs
Initial Survey	Included	Included	Included
Annual Review	Included	No	No
Project Design	Included	½ hour	No
Lunch Bytes	16	8	4
WAC University	4	2	1