

Xyntax Support Agreements

When your operation hinges on high availability and long-term performance, you cannot afford troubling software issues. Xyntax support agreements can protect your software and hardware investment.

Xyntax's Support Agreement (XSA) is the most comprehensive software support plan you can purchase. It is designed for the First Nation environment where compatibility and system reliability is mission critical.

Our support agreements will keep your financial system up-to-date do to regulatory changes or product enhancement and help avoid downtime and performance problems via telephone support and web support. Also, in times of crisis, an XSA provides the fastest access to technical support and failure resolution.

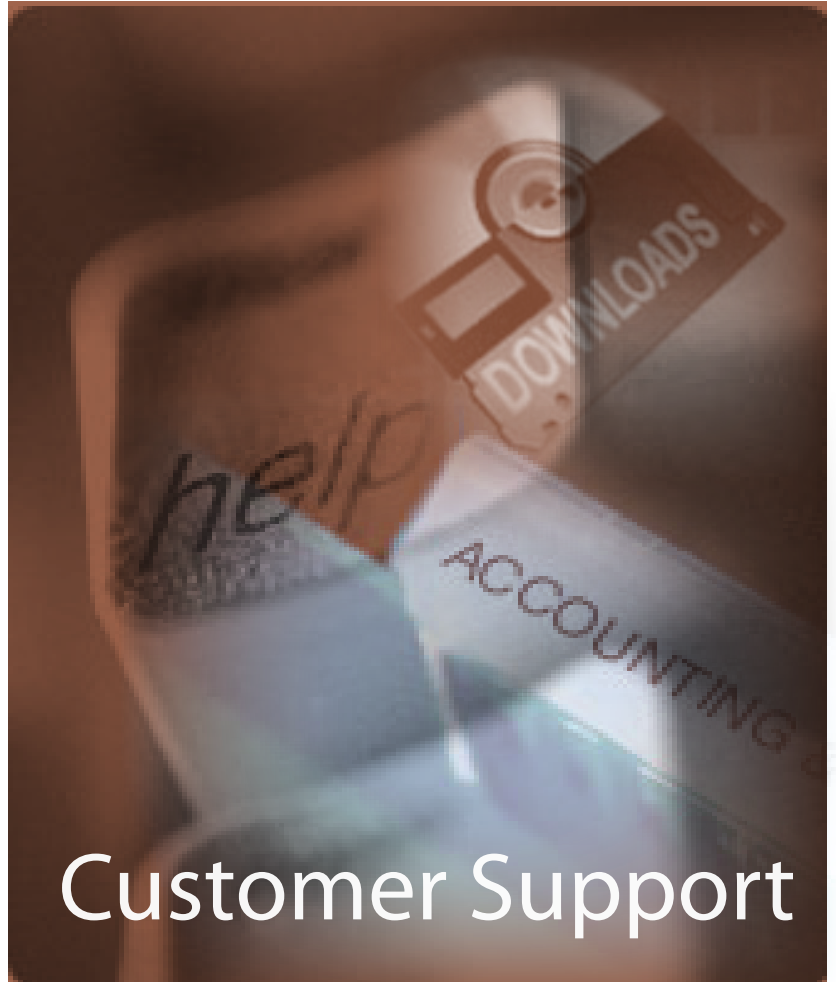
For customers with Version 8, upgrades are shipped or installed automatically as they are released. We even notify you through email or online notices of the changes and programs affected. Subscribing allows you to protect your investment by keeping your software current. You're also insulated from price increases that may occur during the period of you subscription.

Compared with the cost of purchasing updates separately over time. The Xyntax Support agreement is the most cost-effective way to keep your Xyntax software current. It's also the most economical way of keeping your support costs down.

Xyntax Support Agreements include:

- unlimited telephone support
 - Toll Free number **1-866-6-Xyntax**
 - software *updates and modifications
 - discount pricing on Xyntax supplies
 - discounted rates for other Xyntax services (ie: on-site consultants and training)
 - extended hardware (server) support

** updates, upgrades, revisions, modifications and enhancements are confined to Version 8 only software.*



Customer Support

Deliverables	
Rapid Telephone Response	✓
Toll Free Xyntax Phone Support	✓
Web and Email Support	✓
Software modifications and enhancements	✓
Discounted Training and Consulting Services	✓
Additional discounts on Xyntax supplies	✓

Unlike other manufacturers, we answer our phones. No waiting, no forwarding you to another extension and no additional "per incident" costs. If a call-back is required, we'll try our best to get back to you as quickly as possible.

In addition to the receiving technical support via the phone, Xyntax offers online technical reference through your Internet connection. This valuable online resource is available 24 hours per day, 7 days a week.