

MBA Business Software SSA Preferredsm Service

an enhanced Software Support Account Plan

Designed for clients desiring “hassle free” support, this option adds unlimited support desk Technical Services and remote workstation connectivity for a fixed additional charge. Support technicians connect via the Internet to jointly view and control the user’s workstation.

With this level of service, the support analyst can see what you see and you both can control the workstation. No more trying to explain what is happening over the telephone. You can watch and participate while the support issue is resolved. With SSA Preferredsm, there’s no concern about the support call becoming billable if the circumstances result in an on-line Technical Services task. The monthly fee includes all professional services required to resolve on-line telephone support issues. Only off-line Technical Services are billable.

Here’s a comparison...

SSA	SSA Preferredsm
Unlimited Customer Support telephone assistance.	Unlimited Customer Support telephone assistance.
Use of Remote Connectivity elevates support call to a billable Technical Services call.	Use of Remote connectivity in support call includes any on-line Technical Services.
Technical Services provided to resolve telephone support issues are billable at SSA Professional Services rate.	Technical Services provided to resolve telephone support issues included at no incremental charge.
Off-line Technical Services are billable at Professional Services rate.	Off-line Technical Services are billable at Professional Services rate.
Monthly Fee: \$130.00	Monthly Fee: \$200.00

Internet access to the user’s network is required. Monthly fee does not include Internet Service Provider connectivity charges.

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