

BizCare Service Agreement Overview

The **BizCare Service Agreement** was created to supplement traditional software product assurance contracts offered by all software manufacturers. Product assurance provides for upgrades to software and software bug fixes only. There is no service time provided under product assurance.

The **BizCare Service Agreement** offers BizTech technical support staff time to the client in a predetermined block of hours for a one-year period. This time can be used by the client as they wish:

- *Trouble-shoot problems (either via a web-connection to the client system, over the phone, or if necessary, onsite)*
- *Make modifications to existing applications*
- *Consult with BizTech technical staff regarding expanded functionality*
- *Develop new applications*
- *Perform a system audit of hardware, software, and peripherals with recommendations*

If a client uses all of their allotted hours in the contract, they may purchase another block of time. The only additional cost is for travel expenses to and from the client site, if necessary.

One of the biggest advantages of purchasing a **BizCare Service Agreement** is the client gets priority support over those who are not covered under a plan.

BizCare Service Agreement includes:

- 25 Hours, 40 Hours, or Customized (over 40 hours) Support Service
- One-Year Contract
- Support via:
 - Telephone
 - Remote Access
 - Onsite
- Priority Onsite Technical Support Dispatch
- Web-based Online Support Services