

# Application Product Support

Comprehensive technical support for your Tracker-Series Application!



## What End-Users Have To Say

*"Thank you again for your speedy responses to our questions. I am truly impressed by your support!"*

*Eileen Jeffery  
Phoenix C.D.S.  
Paradise Valley, AZ*

~

*"Thank you and your fantastic staff for the exceptional service we received during the planning and on the night of our Promise Ball."*

*Lynn Page  
JDRF International  
Colorado Springs, CO*

~

*"You guys have been great answering my questions. I recommend this program to anyone running an auction."*

*Deborah McKenzie  
Gavers Comm. Cancer Fdn.  
Woodstock, IL*

The key to a successful software installation is in the company that backs its products. Northwest Software backs its applications with comprehensive support plans that are truly unmatched!

For-profit and non-profit organizations use software applications quite differently. In 1990 our staff and management broke the mold when it comes to supporting non-profits by offering users multiple support options to meet the needs of both short and long-term software use patterns. Options include:

- Annual Support Agreement - Designed for those users requiring year round, unlimited access to Northwest's application support team. During the contracted 12 month period, users are free to contact our support team as often as they wish.
- Per-Incident Support Agreement - Designed for those users that do not require continuous access to Northwest's application support team. When credits are purchased, they are banked and valid until used. Incident credits do not expire.

Your Initial Purchase Agreement comes with an account of complimentary support incident credits upon shipment. Upgrade to an annual support agreement for a nominal fee.

## SUPPORT RESOURCES

Northwest Software provides a number of support resources to its end-users. Support resources (paid and self-help) include:

- Traditional Phone Support - Phone support during normal business hours 8:00a. to 4:30p. Monday thru Friday Pacific Time. Additionally, after hours phone support is available on a call back basis until 9:00p. Pacific time weeknights and Saturdays. (Our staff believes your volunteers deserve the same quality support given to your paid staff!)
- Online Chat - Prefer to not pickup the phone? Online chat via the Internet provides fast, direct access to our application support team during business hours.
- Email - Simply email us your question and we will respond to your query via the same medium. Email is checked throughout the day, six days a week. (Free w/active support agreement.)
- Online User's Group - This FREE self-help option is a peer level help forum. Forums are setup based on the application and version. Users are encouraged to post and assist one another.
- Online Help Reference Center - This FREE self-help option provides 24/7 access to our Application KnowledgeBase, end-user news and information, application downloads and more.

## APPLICATION UPDATES AND UPGRADES

- Application Updates - Your purchase comes with all product "updates" for the product version you are using FREE. Updates are delivered to your software via the automated update service already built into the software!
- Application Upgrades - Product upgrades from version to version are available at a nominal fee on a periodic basis based on technology, event specialist and end-user feature requests.

Why provide support in the manner we do? Our staff is dedicated to helping its users in the process of raising funds through event fundraising. We want to see your event succeed!



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technologies