Are Your Systems Configured Properly?

Do you suspect that our software is the source of the problem? Do you need help diagnosing your computer and network configuration? We may be able to help.

Occasionally users call to complain that one or more of their computers is not functioning as expected with our software. They strongly suspect that there is a "bug" that is causing their problems and they insist that we look into it. We spend considerable time examining computer and network configurations, only to discover that something unrelated to our software is not configured properly. Our software, like other software, isn't perfect and we occasionally find a "bug." However, the vast majority of the time we find that problems are caused by an installation or other configuration error, and not by a "bug" in our software.

Our Technical Support Specialists are here to answer specific questions about particular features or capabilities. Identifying and sorting out computer and network errors is not considered technical support, and it is the job of a qualified System Administrator. We know this policy doesn't sit well with some owners, because they just want problems fixed. That is why we are now offering a System Configuration Review.

Our Service

Your company's computer and network configuration will be methodically examined. Configuration errors or installation errors will be thoroughly documented. You will be supplied with a detailed report that may include screen shots and precise steps needed to fix any issue(s). The report will be emailed to you and the results will be discussed by one of our specialists. Your investment is $150 per hour. Your company may set a billing limit not to be exceeded for this service (There is a minimum charge of $79 if less than 30 minutes is used).

In the event that we discover that a "bug" in our software has caused your issue(s), the problem will be acknowledged and corrected in a timely manner.

You Can't Lose

We either help you fix your configuration problems at a rate comparable to other qualified System Administrators, or we fix any of our "bugs." Either way, you can't lose.

Definition of a Software "Bug"

A software "bug" is an error, flaw, or condition where the program is <u>not doing what it was designed to do</u>. A "bug" does not include a difference of opinion or the absence of a feature or capability.

Here's How to Order

[ ] Yes, I'd like to take advantage of your System Configuration Review. I understand that I will be billed or paid according to the terms outlined above. I wish to set a billing limit of $_____ (if blank, will be set at $750.00)

Specific area to be reviewed (problem you are experiencing): _____

Signature: _____   Company Name: _____

Print Name: _____   Title: _____

Contact email: _____   Contact Phone Number: _____

Credit Card Number: _____   Expiration Date (mm/yy): _____

Exact Name on Card: _____   Billing Zip Code: _____

Please fax this signed agreement to 913-492-9933. A Technical Support Specialist will contact you within 24 hours to schedule a time for this service to be performed. Thank you.