

# ACT! Software Support Contracts

**If you are using an ACT database to increase the effectiveness of your business—but lack internal expertise to call on when there are problems: an ACT Support Contract could be for you.**

Relax and get on with the rest of your day - knowing that TLC are there to support you when needed.

TLC has been using ACT! for over 15 years to run sales teams, small businesses and multi-national organisations.



Call TLC today for an ACT Support Contract quotation for your ACT! database.



## Support Services

### **Help!, it's not working...**

Support covers all troubleshooting, maintenance and crashes with your ACT software.

### **Help!, how do I...?**

Support covers all questions regarding the full capability of your ACT software.

### **Help!, what's the best way to...?**

Support covers consultancy to help you decide the best way to introduce new capability into your ACT database.

### **Help!, please show me how to...?**

Support can also include remote access to your computer by TLC. This allows us to diagnose and fix many problems without the need for us to visit you on site.

Alternatively remote access can be used to train and explain to users. We talk over the phone whilst we demonstrate how to do specific tasks. For example, importing data from a spreadsheet, setting up a new user, customising menus or creating a Word template...

When taking out an ACT Support Contract we suggest that all questions and answers are channelled through a single person in your organisation. This enables you to build up local expertise in the ACT! software and to gauge internal usage, to the point where you may not need to renew the contract at the end of the year.

## ACT Add Ons

With over 4 million users world-wide, it's not surprising that there are a large number of add-on programs that enhance and extend the capability of ACT. TLC support contracts cover any add-ons purchased from TLC as well as advice and guidance on the best add-ons for you to consider for your business.

## Costs

Prices are the same as Sage's own support and cover programs. For ACT Premium uses, remote access is included in the price. For other versions of ACT, remote access is optionally available for a 50% price increase. TLC endeavour to respond to any question or problem within one business day.