



## QMS Support Plan

### Maintenance & Support Plan for Ulysses 6i

## Maintenance & Support Plan

A key component of every serious business is knowledgeable and responsive TECHNICAL SUPPORT. QMS Software provides a complete helpdesk service to its clients. We recommend that you purchase a plan when you buy our Ulysses CRM Suite. Generally purchased for a year, it is good practice to renew annually so that support and upgrades are maintained.

### Premium Care Plan

Premium Care Plan is an annual support agreement that provides unlimited access to the QMS Helpdesk for queries and support between 9am and 5.30pm. Monday to Friday, except for Public Holidays.

- Requests can be made via Telephone, Fax, Email or Web.
- On site visits may be made at QMS's choice to resolve issues that cannot be resolved via the Helpdesk.
- All Requests are logged using our Ulysses System. (Ulysses CRM Suite)
- Product knowledge articles
- Open and closed defects
- Enhancement requests.
- Electronic submission of issues and questions
- Access to current shipping version Product Updates (service packs and hot fixes) Upgrade Protection. You have access to all Product Releases (MAJOR and minor) for your software title (same edition) at no additional cost
- One day on-site System Review and advice

### Support:



[www.qms-software.co.uk](http://www.qms-software.co.uk)



+ 44 (0) 870 446 0052



[support@qms-software.co.uk](mailto:support@qms-software.co.uk)



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Pricing: Premium Care is calculated at 20% of current software list price.

**Discounts are available on support for multi year purchases.**

