

Solution Support



After review please contact our Sales department should you have any questions as to which support option is right for you.

How do I know if my question falls under FREE or Premium Support?

FREE and Startup Support Questions Include:

- Does your product do ".....?"
- Will your product work in this "....." situation?
- What are the software requirements to use your product and what is your pricing?
- I can't get your demo to install properly, can you help me?
- I am unable to register your product properly, can you help me?

PREMIUM Support Questions Include:

- How do I?
- I don't understand your documentation, your demo or your videos. Can you walk me through how to use your product?
- I have read your documentation, reviewed the scripts in your demo files and watched your videos and I still cannot get your product to work correctly. Can you troubleshoot my solution to see why it isn't working?

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Productive Computing, Inc. wants to ensure you get the most out of your investment, therefore we have outlined a few support options below.



FREE Support Options:

1. **Tutorial Videos:** Located on the Core2 CRM web site these videos cover everything from installation to setting up a mail campaign. Each topic is indexed allowing you to watch specific chapters.
2. **Documentation:** Each download comes complete with a documentation folder.
3. **Forum:** Visit our Forum for questions and answers on all of our products.
4. **Phone & E-mail Support:** Our Support Department is available by phone Monday - Friday 8am - 5pm PST at 760-510-1200 or by e-mail at support@productivecomputing.com. E-mails will receive a response within 1 business day



BASIC Support Options:

Covers questions about installation, basic usability, functionality and troubleshooting. It **DOES NOT** cover questions on customizations, script writing or training.

1. **First 30 Days From Date of Purchase OR Delivery** **FREE**
2. **After 30 Days:** You pay for support as you need it by calling 760-510-1200 for one incident at a time \$39.00/call
NOTE: Should the incident be beyond our level 1 technician you will have the option of speaking to a level 2 developer, which falls under our Premium Support listed below.
3. **Annual Support Contract:** This is designed to help the individual or small group by providing phone and e-mail support for a period of **12 months** \$399.00
4. **Installation Support:** In addition to the Annual Support Contract above you can get assistance with the installation and setup of the software for your office or remote locations.
 - a. FileMaker® Server Installation Including Setting Up a Backup Routine
 - b. Core2 CRM Installed On Your Server
 - c. Installation Of A Single Copy of FileMaker Pro + Instructions For Remaining Seats
 - d. Testing Client Access Into The FileMaker Database
 - e. Includes the Annual Support Contract described above

Per Site Installation \$499.00



PREMIUM Support Options:

Gives you access to our level 2 developers for assistance with functions, script writing or plug-in integration.

1. **Paid Tech Support:** \$155.00/hour
***Billed by the minute so you are only billed for the time used to resolve the incident .*
2. **Customization Services:** If you feel that you need assistance with customizing any of our solutions to fit your specific business needs then please fill out a Request For Quote (RFQ) form by clicking on the following URL www.productivecomputing.com/rfq. By completing the RFQ our developers will be able to assist you in determining the best path to reach your objective whether it be technical support billable by the minute for small jobs, consultation to plan out the best solution to fit within your budget or a full project estimate for large jobs. We want to work with you in whatever capacity that is comfortable for your budget.



Productive
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Creating Efficiency Through Automation

Additional Support Options:



Productive Computing, Inc. also offers the following additional support options:



Training Services: Getting your staff on board and using the new tools being implemented is critical to the success of any solution deployment. We offer the following approaches to learning our solutions as well as "basic" FileMaker Pro functionality. To make an appointment please contact our support department by phone or e-mail your inquiry to sales@productivecomputing.com.

- a. 1 Hour Class For Up To 5 Staff Members. \$99.00
- *Classes held at Productive Computing Headquarters in San Marcos, CA.*
- b. 1 Hour Online Webinar Q&A Session \$99.00
- *Remote training session to answer your specific questions.*

Please note that if Productive Computing, Inc. customized a solution for you, training is typically included in the estimate.



Systems Assistance: Small business that have limited or no IT Department can utilize our services to manage and maintain their FileMaker databases, networks and computer systems. Unattended maintenance issues can often lead to technical difficulties that can be costly to repair or recover from. Utilizing our IT Department you can be assured that your investment is protected and maintained properly through the following Mac - PC Cross Platform Services:

- a. Computer Consulting and Training
- b. On Site and Phone Tech Support
- c. iPhone and Smart Phone Integration
- d. Network Set-up and Configuration
- e. Backup Monitoring and System Setup
- f. Hardware and Software Sales
- g. Virus Protection & Spam Filtering Services

Pricing on the above services vary please contact our sales department at sales@productivecomputing.com or call 760-510-1200.

Plug-in Information:

Successful integration of FileMaker plug-ins requires the creation of integration scripts within your FileMaker solution. A working knowledge of FileMaker Pro, especially in the areas of scripting and calculations is necessary. After review of our overview videos, sample scripts and documentation you find you need assistance please contact us or fill out a Request For Quote.

Terms and Conditions:

These terms and conditions, as amended from time to time, govern the use of the Core² CRM or Core² Invoices by the individual designated as the Customer contact on the sales order ("You").

Technical Support: Productive Computing, Inc., reserves the right to limit each per incident telephone call to one hour and "per incident" to be defined as a single support issue or question. Support availability may occasionally deviate from stated hours due to downtime for systems and server maintenance, observed U.S. holidays or for other business reasons. Support services will be provided to You only. The resale or transfer of the Plan or any of the Plan benefits is strictly prohibited.

Support Topic Limitations: Support is limited to the following Core² CRM and Core² Invoice modules: installation, basic usability, and basic functionality, as described in Core² CRM and Core² Invoice documentation. Plan support does not cover inquiries on business practices. Productive Computing, Inc. does not provide support at your site or any other location. Productive Computing, Inc., shall not be required to provide any support relating to problems arising out of your use of the software in a manner for which it was not designed, or your negligence, misuse or modification of the solutions.