



## Facilligence Support Services

Product	FM1 (Java) Gold	FM1 (Java) Silver	FM1 (ASP) Gold	FM1 (ASP) Silver
Support Level				
Annual Subscription	\$9500	\$7500	\$6500	\$4500
<b>Features</b>				
1. Included Support Hours	85	60	85	60
2. Hours Available for Custom Report Development	30	20	30	20
3. Support Via Email, Phone and Desktop Share	Yes	Yes	Yes	Yes
4. Online Support Case Management (24/7)	Yes	Yes	Yes	Yes
5. User Guide Downloads (PDF)	Print	View	Print	View
6. Access to the Facilligence Knowledge Base	Yes	Yes	Yes	Yes
7. Use of Expert Monitored User Forums	Yes	Yes	Yes	Yes
8. Access to Recorded Training Videos	Yes	Yes	Yes	Yes
9. Access to Download the Latest Upgrades	Yes	Yes	Yes	Yes
10. Access to the Facilligence Standards Library	Yes	Yes	Yes	Yes
11. Four Live Online Training Sessions	Yes	No	Yes	No
12. Minimum of One Major Upgrade	Yes	Yes	Yes	Yes

- This number indicates the number of hours of Technical Support provided under this plan. Live Technical Support is available from 9AM – 7PM Eastern, 8AM – 6PM Central, 7AM – 5PM Mountain and 6AM – 4 PM Pacific Time.
- This number indicates the number of your Technical Support hours that may be used for Custom Report Development Services.
- You may obtain Technical Support through Email, over the Phone or via Desktop Share where we can see the issue and more quickly provide assistance.
- Log in anytime to report an issue. Cases reported after hours receive priority when Support opens the next business day. View a complete history of Support Requests and their Resolutions for your Organization.
- User Guides will be available online. Silver Support provides access to view User Guides. Gold Support provides the ability to print as many User Guides as you require.
- The Facilligence Knowledge Base is a repository of information about Facilligence Products, Industry Specific Data, FAQs, How-to Videos, Job Listings and More.
- Forums are a great way to share information and participate in detailed discussions with other Facilligence Community Members.
- Training Videos on dozens of FM1 topics will be available online 24/7.
- The latest versions of FM1 will always be available online for download.
- Facilligence will continue to add to their extensive library of over 40,000 standard terms and make them available to you online. Facilligence Community Members will also be able to contribute.
- Gold Support provides up to Four Live two-hour online Training Sessions covering the topics of your choice.
- Facilligence will issue a minimum of One Major Upgrade per year. Upgrades will be developed based on Community Member Suggestions.

**Call 972-636-1325 for more information or to renew your Support!**