



### Maintenance Assurance Program (MAP)

As part of our software maintenance policy, all new product purchases will be accompanied by a 30-day complimentary grace period during which you may take full advantage of unrestricted technical and product support. Prior to the expiration of the grace period, you will have the opportunity to subscribe to our special MAP program or choose the default Pay-per-Use\* option which automatically goes into effect after the grace period.

### Why Choose our Maintenance Assurance Program (MAP)?

MAP is Transoft Solutions' premium support program. It's more than just a maintenance program - it's assurance that you'll receive premium assistance for all your technical enquiries. Subscribing to the MAP program gives you peace of mind - insurance so to speak against costly upgrades, unexpected staff downtime, or any workflow disruptions all for one low annual cost\*\*.

For more information or to upgrade to MAP and enjoy the benefits of membership please contact us by:

Phone:

1.888.244.8387 (Toll Free Canada and US only)

Telephone 1.604.244.8387

Email:

[info@transoftsolutions.com](mailto:info@transoftsolutions.com)

Website:

[www.transoftsolutions.com](http://www.transoftsolutions.com)

### The Benefits of our Maintenance Assurance Program (MAP):



#### Priority assistance

As a MAP subscriber your incoming calls or email requests are dealt with first. Even if there is a lineup of inquiries, you get bumped to the front - pure VIP treatment for:

- Priority technical support
- Front-of-the-line software authorization



#### Free upgrades and updates

- Download the latest software upgrades and updates from our website
- Save yourself the frustrations of going through lengthy approval processes and be better equipped to handle budget fluctuations



#### Exclusive privileges

On top of being exempt from the Pay-per-Use fee, your subscription to MAP promises unique features such as:

- Email notifications for software updates and upgrades
- Access to the newest upgrades and updates before general release
- Our monthly newsletters, Transorum



#### Discounts on essential services

Enjoy special savings for services that will help increase your firm's productivity with:

- Discounts on software training
- Discounts on Project Support



#### Stay current with the latest technology

- Our commitment to ongoing development means delivery of new upgrades and updates on a timely basis, on par with industry standards.
- Being a MAP subscriber ensures that your software is always the most current release.



#### Access to the newest products

We're constantly developing new, industry-relevant software. Having a MAP subscription allows you to:

- Participate in pre-release beta testing of new products
- Receive special discounts on new and exciting products

\* Pay-per-Use via email or phone automatically comes into effect after the complimentary 30-day grace period if you do not subscribe to the MAP program. Personal service from our highly qualified Technical Support Specialists is available through this option. This option allows for unrestricted support at a rate of \$45.00 USD per incident (plus applicable taxes), charged conveniently to your credit card.

\*\* Updates and upgrades available only on active MAP subscriptions. Terms subject to change without notification.