



## Retail PRO Maintenance & Support Plans

BENEFIT	DESCRIPTION	BRONZE	SILVER	PLATINUM	DIAMOND
SOFTWARE ASSURANCE	Software Assurance covers continuous research and development providing updated iterations of existing versions. Discounted cross-over licensing when upgrading versions	N/A	Installation Extra ((\$225 per hour)	Quarterly Installation Included	Monthly Installation Included
TRAINING	Our POST INSTALLATION “key-stroke” training covers the cursory use of standard features within your software. <b>**MUST BE PRE-SCHEDULED</b>	N/A	N/A	1 Hour per month <small>(must be pre-scheduled)</small>	1 Hour per month, per location <small>(must be pre-scheduled)</small>
TRAINING VIDEOS	Full Access to MY RETAIL PRO TV	N/A	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
CRS SUPPORT EMAIL BRIEFINGS	Email briefings include updates on the latest releases of your software. Information for general users and additional offers exclusive to Members.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
EMAIL SUPPORT	Email access to our Technicians generates a response within the outlined timeframes.  Monday - Friday 6:30am – 7:00pm MST (excl. holidays).	N/A	12 HOUR RESPONSE	2 HOUR RESPONSE	1 HOUR RESPONSE
HELP DESK SUPPORT	Help desk support relating to the troubleshooting and resolution of any RetailPRO Software operational malfunction and/or CRS Provisioned/Approved peripheral equipment.  Monday - Friday 6:30am-9:00pm MST (excl. holidays)  Saturday - Sunday 7:00am-6:00pm MST - Emergency System Down	\$275.00 PER HOUR <small>(Pre-purchased &amp; billed in 15-minute increments)</small>	\$225.00 PER HOUR <small>(Pre-purchased &amp; billed in 15-minute increments)</small>	UNLIMITED WITH TOLL FREE SERVICE	UNLIMITED WITH TOLL FREE SERVICE
CRS Shield	CRS Peace of Mind Redundancy including incremental 1-2-3 Managed Back Ups & Virus Protection (Mandatory)	\$249.00 PER MONTH	\$199.00 PER MONTH	\$149.00 PER MONTH	INCLUDED
CONSUMABLES	All standard and special order consumable products	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	10% DISCOUNT	15% DISCOUNT
DATA VERIFICATION AND SYSTEM REVIEW	Our Technical team will perform an annual Data Verification and System Review to ensure the integrity of your data. (Version 8.7 ONLY)	\$275.00/HR	\$225.00/HR	1 Annual DVS Included	Anytime DVS