

Program Description

An effective support program is the backbone of your company's information system, and is essential to your success. The Attivo Full Value Support [+] plan ensures that your system continues to sustain and facilitate your growth, and performs at full potential.

Full Value Support [+] Program Description

- Unlimited telephone, email and web portal support from Attivo.
- Technical Support from Attivo PLUS support from all software vendors. When necessary, the software developer will provide direct support to you at our request.
- Personalized Client Portal access:
 - Log support requests, track support incidents, view support history
 - Access to your system documentation (see below)
 - Access to your account status with Attivo
 - Access to training guides, system documentation and other helpful system resources
- Documentation of your system:
 - Backup System in place
 - Disaster Recovery Documentation
 - Setups and configuration documentation
 - SQL Server properties and maintenance plans

Get Full Value from your Support Investment

- We bill monthly instead of annually, which helps with your cash flow management
- We apply all funds received to your account. We only charge for actual technical support used based on support incidents we work on for you, or services that we provide.
In other words, you get "**Rollover Minutes**" with the Attivo Full Value Support [+] Plan.
- All remaining funds received become a credit for you to use for consulting services such as:
 - User Training
 - Custom Report Writing
 - Business Process Assessments
 - Other Implementation Needs.
- You can cancel your agreement with us with a 30 day notice.

Technical Support with Attivo is a contact sport.

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