

KeySupport™

Timely and Professional Software Support

Features

■ Access Expert Assistance

When you call, you won't leave a message or a page – you'll talk to a real person – a Sage Software expert.

■ Guaranteed Response Time

KeySupport entitles you to priority, two-hour response time.

■ Support Queue Positioning

Move to the front of the support line with your KeySupport Plan.

■ Remote Connection

Go-To-Assist ensures rapid incident resolution through a secure remote support session that meets the most stringent requirements.

sage
software

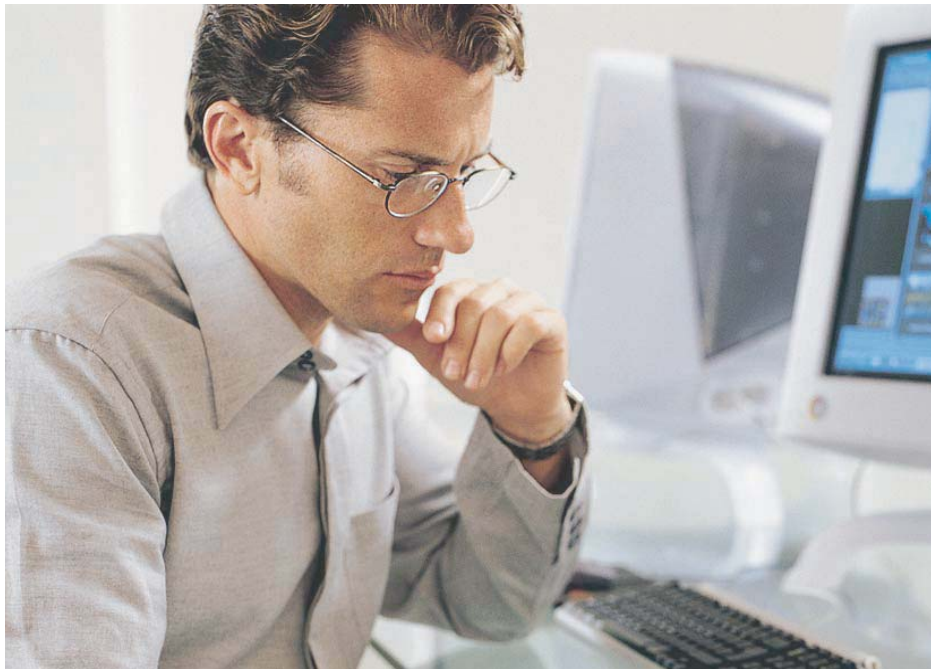
Authorized Partner

Select

KeyStone
SOFTWARE SOLUTIONS
inc.



SOFTWARE SUPPORT



Receive Timely, Professional Support.

Business software has become increasingly robust and complex, offering users a wide array of features and functionality. However, as the power and performance of these applications expand, the need for qualified and responsive technical support grows as well.

Your business management system is the foundation of your business and is essential to your success. As with any foundation, small problems can become large problems very quickly if left alone. Your bottom line can be affected by any number of unforeseen events. Employee turnover, hardware or environmental failure, policy changes and more can all cause disruption to your business. Keeping your software running smoothly ensures that your business can continue to grow and prosper.

KeySupport provides you with the peace of mind that your Sage software is backed by some of the industry's most knowledgeable experts. Our 2 hour guarantee and priority queue positioning ensures that your issue won't just be answered, it will be answered quickly.

As a leading provider of business management solutions, Keystone Software Solutions is deeply committed to delivering world-class products and superior support services. Our annual plan ensures that you always receive fast, professional support. In doing so, you'll keep your operations flowing efficiently and ensure that you get the most value from your software.

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KeySupport™

Timely and Professional Software Support

"We really appreciate the feeling of teamwork we get from Keystone. They are responsive to our needs, always respectful and fully capable of supporting our installation."

**Alix Kocher, Director of Sales and Marketing
Nielsen-Kellerman**

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Save 15% on Training Classes

New employees? Need a refresher? KeySupport saves you money on all your training needs.

Increased Productivity

Your busy year-end and period-end processing will become much smoother. What's more, you won't get bogged down trying to troubleshoot issues by yourself. Just call our expert staff and get the help you need.

Convenient Payment Options

Pay for the whole year upfront or we can charge your credit card monthly.

Save 10% on New Module Purchases

When it's time to add new modules to your existing system the KeySupport Plan saves you money.

Attend Keystone User Group Meetings

Stay on top of the latest information on your Sage software and get the benefits of discussion with other Sage software users.

Quarterly Newsletters

Our newsletters are an informative publication that help keep you up-to-date on techniques, practices and developments about your Sage software.

Testimonials:

"Keystone did a lot of Monday morning quarterbacking in the most positive sense. They identified what was wrong and began the retraining and reconfiguration necessary to fix it."

Doreen Novi, Office Manager, Laminar Flow Inc.

"Keystone's consistently high level of service is impressive. You don't see a commitment like that on a company's price list, it's not something tangible, but once you've got it, nothing less will do."

Andy Wernick, President, Industrial Plywood

"Keystone went beyond our expectations. They add the value that makes MAS 500 truly work for us."

Steve Rickel, CFO, Sunset Mortgage

"Keystone has the product knowledge and the business sense to help us find solutions to problems and issues."

Jamey Maack, Plant Manager, Industrial Metal Plating Inc

"I was impressed by Keystone's technical knowledge, and by their customer service focus."

Terry Gordon, Vice President of Finance, Berks Visiting Nurse Association

About Keystone

With over 70 years of combined experience and thousands of onsite hours logged, Keystone Software Solutions has the knowledge to provide world-class Sage Software Consulting, Training and Support Services.

Whether you need assistance choosing the right solution, implementing it efficiently or something else entirely, you'll find the resources you need with Keystone Software Solutions. Our consultants have a proven track record of implementing solutions that deliver maximum benefits to our customers.

Our business management services include; needs analysis, solution recommendations, product procurement, installation, training & implementation as well as ongoing support.

KeySupport can be ordered by calling
toll free **1-800-289-9109** or visit our website at
www.keystonesoftware.com