



insights for the life of your business™

BusinessWorks Gold

SUPPORT PLANS

■ SUBSCRIPTION PLAN

This software maintenance plan is designed to protect your investment and is essential for every customer. The plan includes automatic software upgrades and updates and tax table updates for your accounting system, as well as unlimited access to Best's award-winning online support services. The Subscription Plan does not include phone support.

■ GOLD SUPPORT PLAN

The total support solution for customers who demand a high degree of interaction with the award-winning Best Support team. An unlimited number of high priority calls with a guaranteed response time from our technical support staff highlight this plan.

■ SILVER SUPPORT PLAN

This base-level plan is ideal if you're familiar with BusinessWorks, or desire backup support when your BusinessWorks consultant is unavailable.

To purchase or renew BusinessWorks ClientCare plans, call **800-448-5700**



CLIENTCARE



Receive Fast, Professional Support

As the world's largest provider of business management software, Best, along with its U.K. parent, is deeply committed to ensuring total customer satisfaction through world-class products and support services. In fact, at Best Software, our dedication to providing excellence in customer support services has earned us the prestigious STAR (Software Technical Assistance Recognition) Award over the past five consecutive years in various categories, including back-to-back honors for Sustained Performance. We are also ranked among the top one percent of all support organizations in the world by the Support Center Practices Program — further evidence of our commitment to our customers.

Your accounting and business management system is the cornerstone of your business, and is essential to your success. BusinessWorks Gold ClientCare plans give you access to the technical expertise you need to keep your system running smoothly and they maximize your investment. We offer three levels of annual ClientCare plans that are designed with your most frequently requested service options in mind. These plans offer you peace of mind knowing that your system and business can continue to grow and prosper. You can easily get timely answers to your technical questions and raise your performance to new heights.

ClientCare plans provide outstanding maintenance and product support for BusinessWorks Gold customers. You have the flexibility of choosing the plan (Subscription, Gold Support or Silver Support) that best suits your needs. The plans allow you to obtain fast, convenient access to Best Software's award-winning online customer support services (www.bestsoftwareinc.com/clientcare) and knowledgebase, our world-class phone support team (for Gold and Silver plans only), automatic technology system upgrades, incremental software maintenance releases, and tax table updates. We strongly recommend that you select one of our annual Gold or Silver plans to ensure that you always receive fast, professional support. In doing so, you'll keep your operations flowing efficiently and make certain that you get the most value from your software.

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BusinessWorks Gold ClientCare

"[BusinessWorks] Gold is so intuitive to learn ... But if I ever have a question, I can call customer support. We're on the Gold Support Plan, which is well worth the money."

*Cathy Shackelford, Office Manager
Diversifolia, Inc.*

FEATURES:

BusinessWorks Support Plans

You can choose from three affordable plans. All plans include unlimited access to the award-winning Best Online Support and Services (BOSS), our regularly updated online support system with all the latest product support information. In addition, you will receive automatic technology upgrade releases, incremental maintenance releases and tax table updates. By upgrading to a Gold or Silver phone support plan, you will get fast answers directly from our support team, helping you protect your investment and keeping your system running smoothly.

Subscription Plan

When you invested in Best's accounting software, you made a significant decision. You selected a powerful and convenient accounting solution that expands as your business grows. Make sure you maximize your investment by renewing your annual Subscription Plan. (You automatically receive Subscription Plan membership for one year with your new purchase of BusinessWorks.) The Subscription Plan provides the following benefits:

- Upgrades to your current modules as they are released. These upgrades offer significant new functionality so you always have the most current version of BusinessWorks Gold.
- Maintenance releases from our development team. Take advantage of product updates, fixes and minor enhancements that help maintain the reliability and performance of your software.
- Unlimited access to BOSS, our award-winning online support system.
 - BOSS contains the very same knowledgebase that Best's internal software analysts use. The system provides 24-hour-a-day access to solutions for thousands of common and not-so-common technical questions. In addition, BOSS helps prevent software difficulties before they happen by providing the latest product and technical bulletins, installation tips, troubleshooting hints and product release information.
 - BestTalk discussion forums. These online discussion groups join customers with Best support staff. You can get valuable ideas and tips on how to make better use of your Best software.
 - Chat. Interact one-on-one with other Best customers and discuss ways to expand your Best software and further improve its power.
 - Proactive e-mail notifications. Through our e-mail service you'll receive technical bulletins, program updates and product fixes that will help maintain the reliability and efficiency of your software. (Please make sure you register with your e-mail address.)
 - Access to SiteCreator. The Best SiteCreator is built to help you publish a high-quality, profitable Web site quickly and without learning HTML language. We will also provide free hosting of your SiteCreator developed site.
- Technical Reference Support Guide (TRSG) on CD-ROM. Regularly updated to coincide with major BusinessWorks upgrade releases, this CD is filled with valuable information you can use throughout the year. It also includes a procedure checklist and frequently asked questions for year-end processing.

- Tax table updates. Make sure your tax tables and payroll calculators are always up to date (Payroll module only).
- 10% discount on BusinessWorks Gold compatible checks and other business forms.

This plan does not include access to Best's technical support staff via e-mail, phone or fax.

Gold Support Plan

By upgrading to the Gold Plan, you will be equipped with the premier support solution. In addition to having unlimited access to BOSS and all the other Subscription Plan benefits, you'll enjoy friendly, personalized phone support from experts who understand BusinessWorks Gold inside and out. These experts have up-to-the-minute, intimate knowledge of all the products and issues, so they can give you the security of knowing there's someone there to focus on your technical questions — while you focus on growing your business. We recommend the Gold Plan for customers who place heavy demands on their accounting systems. An active Subscription Plan is included with this phone support plan.

The Gold Plan provides you with all the benefits of the Subscription Plan, plus:

- Expert telephone, e-mail and fax assistance for an unlimited number of cases.
- Exclusive priority toll-free telephone service with a guaranteed one-hour response time.*
- 15% discount on BusinessWorks training at Best corporate headquarters and participating authorized training centers.

Silver Support Plan

The Silver Plan provides base-level phone support. We recommend the Silver Plan for existing customers who have some experience working with their Best system, who place moderate demands on it and who desire backup when their BusinessWorks Gold consultant is unavailable. An active Subscription Plan is included with this phone support plan.

The Silver Plan provides you with all the benefits of the Subscription Plan, plus:

- Expert telephone, e-mail and fax assistance for 10 cases per year.
- Toll-free telephone service with a guaranteed one-business-day response time.*

PLEASE NOTE:

- ClientCare plans are renewable through either Best Software or your Best Authorized Reseller.
- Other terms and conditions may apply. Visit www.bestsoftware.com for details.

*Phone support guarantee limited to phone support hours and backed by a \$25 credit remedy. See www.bestsoftwareinc.com/clientcare for details.