

Software for Life

The key to a successful eCommerce business is the smooth operation of your back-office functions and a strong partner to be there with you as your business grows. Freestyle Software recognizes the crucial role we play in supporting your business and your ongoing investment in our technology.

The continued return on this investment depends on software development, education, product support and ensuring you keep current with the latest release of our software, including fixes and enhancements. **Software maintenance and support is the vehicle for realizing this return on investment.**

As a result, we are pleased to announce the introduction of our enhanced support and maintenance program called **Software for Life**. With the introduction of this innovative program our goal is to make it easier than ever before for all customers to move to the latest versions of our solutions and to eliminate all barriers to our customer's access to the latest enhancements and fixes.

Software for Life Program Benefits

Separate from the existing Standard Support agreement the **Software for Life** program provides customers with exclusive access to the following benefits:

Upgrade Entitlement

- Customers who are current with a **Software for Life** contract gain access to future upgrades for their core licensed products with **no software licensing charge** other than their annual **Software for Life** fee. Software licensing fees that would normally be charged for an upgrade no longer apply. A onetime professional services fee will be required to assist with your upgrade. Note that this benefit does not cover increases in the number of licensed users, or the purchase of add-on modules, nor does it cover any professional services fees which may be associated with the upgrade.



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Office Hours Sessions

- Office Hours Sessions are web-based interactive conferencing sessions which allow enrolled customers to access and interact with Freestyle product experts on a wide range of topics. Each session might cover a specific topic (such as returns or inventory adjustments) or be structured as an open session to explore any topic brought forward. Office Hours provides an open forum for customers to ask questions about not only software functionality, but also current best practices and implementation considerations. All attendees benefit from this interaction: you learn new and improved techniques, have access to expert advice, network with other Freestyle customers to exchange best practices and develop your own internal expertise. “Office Hours” sessions are typically scheduled to run for approximately one (1) hour and are accessible from your desktop web browser and telephone.

Education Webinars

- Webinars are educational sessions which target a specific area of software functionality and serve to educate you and your team about the features and functions of your Freestyle Software solutions. Unlike the “Office Hours” sessions, these webinars are more instructional and follow a set agenda, although the presenter is always available for questions from the audience. Webinars are beneficial in two ways. First, they are invaluable for educating new personnel in your organization; by attending these webinars, new employees can improve their understanding of the software. Secondly, they can serve as invaluable “refresher” courses for experienced users, who can benefit from updated information about current releases of Freestyle products.

Focus Group Invitations

- Focus Groups provide a forum for communication between our customers and the Product Management group at Freestyle, to assist us in planning the future of the Freestyle products and solutions. The input from the focus group will help to establish what the next release of the products will contain as well as feedback for the product roadmap.



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Extended Hours Support

- **Software for Life** participants receive access to extended support hours for critical operational issues such as system down, inability to process orders or payments on workstations, or companywide lack of access to M.O.M.

Enhanced Support Management

- Customers enrolled in the **Software for Life** program will benefit from a new and improved internal support system. In the future, you will have access to a new Online Service Portal. The Portal will allow customers to create support requests at any time, check the status of your support tickets, provide additional information etc. all online.

Annual Health Check

The Annual Health Check is designed to improve your business process by offering recommendations for the improved use and configuration of your Freestyle Software solutions. The review is comprised of three components:

- **Business Operations Review:** An assessment of system set-up based on a Business Operation review to determine any changes required to maximize effectiveness of system functionality to meet your business challenges.
- **End User Review:** Consisting of Q&A sessions with all user roles ranging from CSR's, Super Users, Warehouse, Management, etc.
- **Health Check Report:** At the end of these sessions a custom report is produced that offers insight on lessons learned, provides recommendations for changes within each functional area and for each defined user role, further areas for improvement and training needs are identified for the upcoming year. The report will serve as a scorecard to measure in succeeding years the success of the rollout of the recommendations and to gauge how the changes made met the evolving business challenges of your organization
- Program enrollees can request a Health Check be performed by contacting our support team

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Software for Life Program Comparison

The new **Software for Life** program benefits include many new features not available in our current support and maintenance program.

	Standard Support Program	Software for Life
Helpdesk phone and email support	✓	✓
Remote access and desktop sharing assistance	✓	✓
Software bug fix updates	✓	✓
Installation documentation	✓	✓
Access to downloadable enhancements (SFL)	✓	✓
Free upgrades to the Latest Version		✓
Online "Office Hours" session		✓
Unlimited access to education webinars		✓
Focus Group invitations		✓
Extended Hours support		✓
Annual system and business health check		✓

Freestyle's commitment to delivering the **Software for Life** program benefits and protects your organization's investment in our software solutions. Your account representative will be in contact with you to discuss these changes and your support and maintenance options in detail.

Thank you for your business and we look forward to supporting you for many years to come.

To find out **more information** about the **Software for Life** call us today at 800-858-3666 today!

