



At Open Options Vanderbilt, we want to ensure you the best experience our software has to offer over the life of your system. To do so means participating in a structured plan that ensures your initial software investment does not become obsolete in an ever-changing technological environment.

Learn more: <https://www.ooaccess.com/softwaremaintenance/>

Connect Care

PLANS

	VERSION SUPPORT	STANDARD	PLUS
Support for software versions released within the last two years	✓	✓	✓
Phone Support (M-F 8AM-5PM CST)	✓	✓	✓
Phone Support (emergency after hours)	✗	✗	✓
Live chat support	✗	✓	✓
Email Support	✓	✓	✓
Software Upgrades	✗	✓	✓
Knowledge Base Access	✓	✓	✓
One month rebate training credit for end-user (Annual - \$3K Maximum)	✗	✗	✓
Remote Assistance for software configuration, maintenance. (Direct Support)	✗	✗	✓
Annual Term	✗	✓	✓
Access to Hosted Solutions (Mobile)	✗	✓	✓

*Must be product certified