



## Support Advantage™ Works for You

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Could you use additional help getting things done in your FacilityForce software? Are your internal resources stretched thin? Have you had turnover in your support staff? If any of these common challenges resonate with you, then Support Advantage may be just what you need.

### Extra Help, Without the Extra Work

It's hard to imagine improving on FacilityForce's already stellar Software Support & Maintenance program, but that's exactly what Support Advantage does. Think of it like the "icing on the cake". Support Advantage is an optional add-on to your Annual Support & Maintenance that provides a block of managed services time to be used 'as you wish' for a variety of services that would otherwise be billable.

### Giving Time Back to You

Support Advantage provides time that can be used for training services including online classes, system administration assistance, help with data cleanup / loading, business process consulting, upgrade assistance (for on-premises customers), access to discounted rates for custom development. Simply choose your Support Advantage level (number of hours annually) from the options below and enjoy the savings of standard hourly rates... plus you have a entire year to use your block of time.



**Ready to add functionality?**

Reach out to explore how at (833) 377-7638 or [FacilitySales@FacilityForce.com](mailto:FacilitySales@FacilityForce.com)





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### What Does Advantage Support™ Cover

- Basic Training on Specific Topics (How-To's)
- System Administration Assistance
- Training-Oriented Webinars (on API Training, BIRT Reporting, Workdesk Config, etc.)
- Data Clean up, Data Loads
- Basic Business Process Consulting
- Upgrade Assistance (for On-Prem customers)

### Plus...

- \*A free annual Security Health Check
- \*5% discount off list rates for new Custom Development Projects



Level	Hours Per Month
Support Advantage - 48 (Small)	4 Hrs/Mo
Support Advantage - 96 (Medium)	8 Hrs/Mo
Support Advantage - 144 (Large)	12 Hrs/Mo

Hours expire 1 year from purchase. Hours cannot be used or repurposed for implementation projects.

\* For Medium & Large sized Subscription Levels

