

MAINTENANCE ASSURANCE PROGRAM

Software Maintenance

Maintenance Assurance Program (MAP)

MAP is Transoft Solutions' premium support program. It's more than just a maintenance program - it's assurance that you'll receive premium assistance for all your technical inquiries, software updates and upgrades to avoid extra costs, unexpected staff downtime or any workflow disruption—all for one low annual cost.*

As part of our software maintenance policy, all new product purchases will be accompanied by a 30-day complimentary grace period during which you may take full advantage of unrestricted technical and product support. Prior to the expiration of the grace period, you will have the opportunity to purchase MAP or choose the default Pay-per-Use** option which automatically goes into effect after the grace period.

For more information or to upgrade to MAP and enjoy the benefits of membership please contact us:

TOLL FREE

1.888.244.8387 (US and Canada)

PHONE

1.604.244.8387

EMAIL

map@transoftsolutions.com

WEBSITE

www.transoftsolutions.com

Benefits of our Maintenance Assurance Program (MAP)



Priority Support

As a MAP customer you enjoy priority technical support through email or phone.



Access to Pre-Release Products

We're constantly developing new industry-relevant software. Having a MAP allows you to participate in pre-release beta testing of upcoming products.



Free Upgrades and Updates

Get access to the latest software upgrades and updates.

* Updates and upgrades available only on active MAP. Terms subject to change without notification.

** Pay-per-Use via email or phone automatically comes into effect after the complimentary 30-day grace period if you do not subscribe to the MAP program. Personal service from our Technical Support Specialists is available through this option. This option allows for unrestricted support at a rate of \$100.00 USD per incident (plus applicable taxes), charged conveniently to your credit card.