

# Constant Connection Program

ONGOING SOLUTIONS FOR SUPPORT AND MAINTENANCE

Our support and maintenance program is a little different than many others. Updates are included, so we won't keep adding to your bill. We offer accessibility, a truly helpful help desk, quick reply times and staffers that are invested in finding the right answer for your issues. The Constant Connection Program is simple, affordable and effective.

## SOFTWARE UPGRADES

- Semiannual Version Releases
- Service Packs provided between versions, typically one or two per version
- Patches as-needed between Service Packs

## DATA CONVERSION/MIGRATION SERVICES

- Services provided as necessary with any database revisions with upgrades

## ELECTRONIC DOCUMENTATION

- Accessible from the Lucity Support Center ([support.lucity.com](http://support.lucity.com))
- Administration Manuals, User Manuals and Training Guides
- Installation and Security Help Guides
- Version Release Notes, Installation Quick Guides and Upgrade Checklists
- Data dictionaries with descriptions of table/field attributes and relationship diagrams

## HELP DESK WITH UNLIMITED ACCESS

- Online help desk ([support.lucity.com/helpdesk](http://support.lucity.com/helpdesk)) offers 24/7 submission and tracking of technical support inquiries
- Call center (toll free 800-492-2468) is staffed by Support Specialists located at our Overland Park, KS corporate headquarters
- Call center is open Monday through Friday from 7 am to 7 pm Central to provide immediate response to inquiries
- E-mail support at [support@lucity.com](mailto:support@lucity.com)
- Fax support at 913-341-3128

## LUCITY SUPPORT CENTER

- [support.lucity.com](http://support.lucity.com)
- Access to remote services (including software installs, troubleshooting, and demos) provided via WebEx Remote Support
- Downloads including Install Media, Release News, technical specifications, data dictionaries and field forms
- Discussion forums
- Requests for upgrades, enhancements, reports and more

## USER INTERFACE UPDATED WITH EACH VERSION

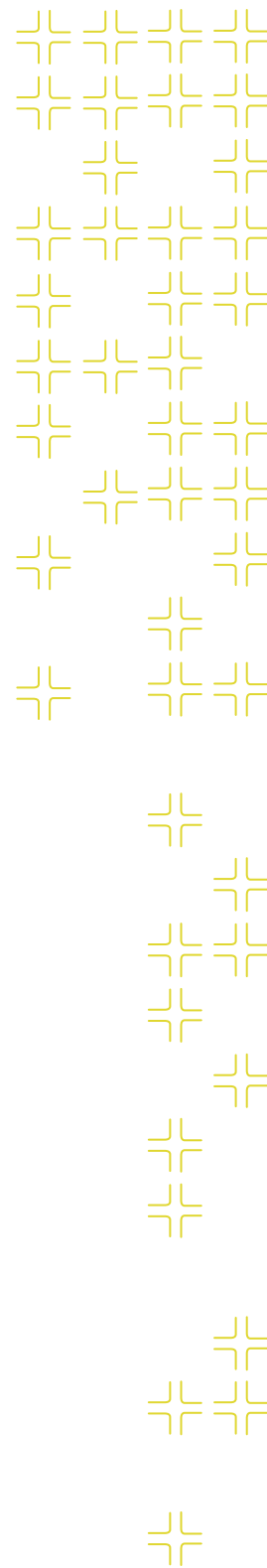
- Context-sensitive Help Guide with video tutorials
- Field Definitions providing captions, table/field names, explanations of purpose, definitions and calculations

## EVENTS (DISCOUNTED REGISTRATION FEES)

- Annual Conference & Training (ACT) event ([act.lucity.com](http://act.lucity.com); 2016 event to be held in September in Orlando, Florida)
- Regional User Group meetings hosted semiannually by Lucity clients
- Occasional Special Interest Group meetings

## LOOKING INTO LUCITY NEWSLETTER

- Monthly newsletter full of insider information pertaining to Lucity solutions



# Constant Connection PLUS

PROGRAM ENHANCEMENTS FOR SUPPORT AND MAINTENANCE

We believe the most critical factor to maintaining successful client relationships is unsurpassed technical support and software maintenance services. With the Constant Connection Program as a base, we offer an additional level of customer support. The Constant Connection PLUS program offers the following opportunities to help your agency maximize the software's benefits.

## + ACT REGISTRATION

- Pre-paid, discounted fees to our Annual Conference & Training (ACT).
- Event includes valuable time to network with co-users, offer enhancement suggestions to our development staff, work with implementers one-on-one, receive additional training, and explore additional resources.
- Registration fees are included in annual support and maintenance contract.
- Cost per registration: \$650
- Registration fees do not include direct expenses such as airfare and lodging.

## + WEB TRAINING

- Customized agency-specific training offered via the web
- Provides additional training opportunities for new users, refresher courses, etc.
- Cost: \$460 for a two-hour session

## + TUNE-UP SERVICE

- Lucity Tune-Ups consist of an on-site visit from a Lucity Implementation Specialist.
- Evaluate current procedures and offer suggestions for improvement.
- We can also provide follow-up training and work with you to determine future needs and goals.
- Cost: Call for a Quote

Contact us to request any additions to your Program!

