

A Wealth of Resources



- ▶ Maximize the value of your investment
- ▶ Empower staff with the most current Laserfiche solutions
- ▶ Ensure peace of mind and continuous productivity
- ▶ Provide comprehensive educational resources to your staff

Knowledge at Your Fingertips

The Laserfiche® Software Assurance Plan™ (LSAP) empowers your staff with comprehensive, online educational resources that help your organization take full advantage of Laserfiche's capabilities. The Laserfiche Support Site includes step-by-step installation and troubleshooting guides, a searchable Knowledge Base, training materials, white papers and industry-specific best practices guides. Discussion forums give you in-depth advice from support experts. Beyond the Support Site, newsletter articles by other users offer practical expertise with Laserfiche solutions. LSAP provides a wealth of educational resources, allowing you to share the collective knowledge of the worldwide Laserfiche community.



Manage Change and Safeguard Operations

LSAP ensures long-term peace of mind while helping you respond effectively to change, which is one of the few constants in computing environments. Frequent product updates keep your Laserfiche document management solution running at peak efficiency, and expert support provides fast answers to minimize downtime and increase productivity.

Maximize Uptime and Solve Problems Quickly

LSAP guarantees a rapid response from support engineers, providing expert assistance to keep your mission-critical document management application up and running at all times. LSAP offers numerous options for solving problems quickly, including telephone and e-mail support through your reseller, direct Web chat with Laserfiche experts and the escalation of urgent cases to senior staff. Comprehensive support resources protect your operations and help staff focus on core activities instead of troubleshooting.

Stay Current and Protect Your Investment

LSAP ensures access to product updates as soon as they are released, expanding your system's capabilities and helping you adapt to new operating systems and other infrastructure changes. Laserfiche engineers are continually adding customer-driven innovations and leveraging hardware and software advances to provide new capabilities. Laserfiche updates ensure optimal performance and extend the benefits of your software.

You also receive 100% credit for existing software when you upgrade Laserfiche solutions. As a result, LSAP facilitates budgeting and planning for future goals, such as expanding from departmental to enterprise server environments.

Premium LSAP

Premium LSAP maximizes the value of your investment by ensuring that you have fast access to support experts, all available product updates and flexibility for expanding your infrastructure. Premium service minimizes downtime, and you enjoy every resource you need for meeting technical challenges—from managing daily operations to making transitions to new computing environments.

Premium LSAP Ensures:

Telephone support from Laserfiche engineers through your reseller with a guaranteed response time of 4 business hours.

Web chat with Laserfiche engineers for designated support personnel during business hours, 6 a.m. to 6 p.m. Pacific Time.

Fast-track escalation process to senior Laserfiche support engineers for rapid resolution of urgent support cases.

Product updates through your reseller.

100% credit towards product upgrades.

Preferred pricing on Laserfiche user education programs, including Laserfiche Regional Training and the annual User Conference.

24-7 access to the Knowledge Base, discussion forums and other educational resources on the Laserfiche Support Site.

Basic LSAP

Basic LSAP provides access to Laserfiche technical support and online educational resources.

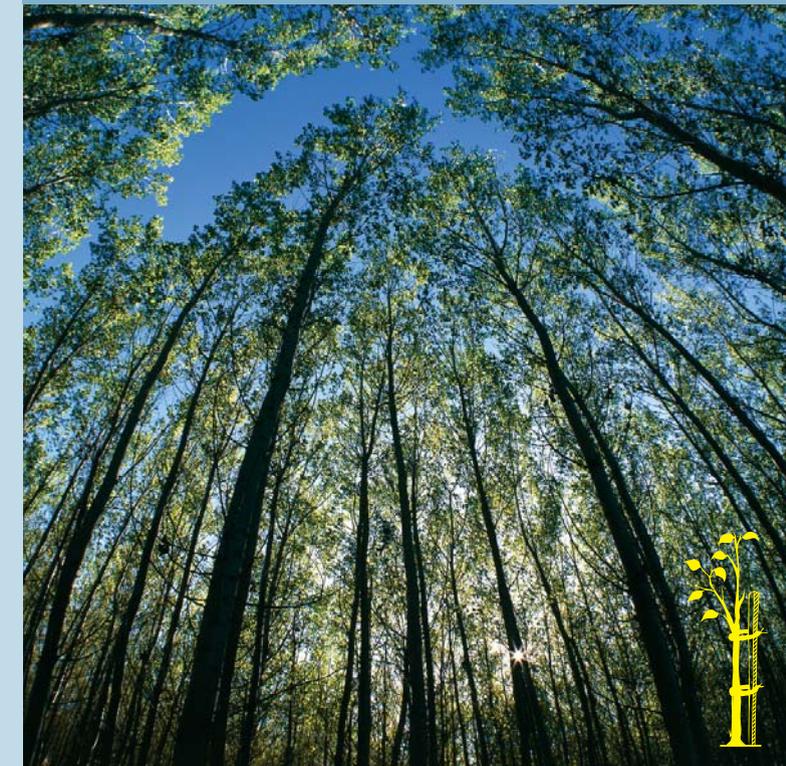
Basic LSAP Includes:

Telephone support from Laserfiche engineers through your reseller within 24 hours.

Product updates through your reseller.

100% credit towards product upgrades.

24-7 access to the Knowledge Base, discussion forums and other educational resources on the Laserfiche Support Site.



About Laserfiche

A resource for over 22,000 organizations since 1987, Laserfiche creates elegant document management solutions that help organizations run smarter. Dedication to customer-driven innovation has built a suite of products and services that address organization-wide business problems from executive, records management, information technology and end-user perspectives. Laserfiche software manages mission-critical information in local, state and federal agencies; financial services firms; healthcare organizations; educational institutions; and other public- and private-sector organizations around the world.

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Your Next Step

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