

## For Your Information

3100 Carew Tower, Cincinnati, Ohio 45202 513.723.8090 www.LeahyConsulting.com

### **Technical Support for your Macola Software**

There are no one-size-fits-all solutions to your unique business needs. That is why Leahy Consulting provides prompt, cost-effective answers to support Macola software users.

#### **Leahy Consulting Macola Support Includes:**

- Unlimited day-to-day telephone support calls, including evenings and weekends.
- A notebook of our checklists for month-end, year-end, physical inventory and file purging.
- Our tested 'how-to' tip sheets.
- For new customers, we include a visit to your office to develop an understanding of how you use the Macola software.
- NEW for 2009:
  - o One software upgrade per year.
  - o Four hours of custom Crystal report or Excel query development per year.
  - o If your annual support fee is more than \$4,000, we will give you a 5-user license of the Executive module of our PULSE Dashboard software for 12 months. If your support fee is less than \$4,000, we'll apply the difference to your Pulse purchase!

**Dedicated phone numbers: (513) 723-8094 or (888) 802-6293** - Call our dedicated support line when you need assistance. If we can't answer your question immediately, we will contact you to gather facts and schedule a return call.

**E-mail support** - You can also e-mail us at [Support@LeahyConsulting.com](mailto:Support@LeahyConsulting.com). Your message is distributed to all consultants in the event that a second opinion is needed.

**Weekend and evening support** - If you need assistance after hours, we are available to assist. It is best to call ahead.

**Anything not covered?** Telephone support does not include training, re-engineering your workflow, network issues, EDI software, developing additional Crystal reports beyond four hours per year, or third-party products. We recommend that these projects be scheduled at your office for an additional charge.

**What is the cost?** The cost depends on the number of user licenses you purchase and the software modules that you are using. Generally, costs will be about 10 percent of the retail value of your software. Please call Terry Lanham at (513) 723-8091 to obtain a written quotation.