



# Business Care for Act!

Latest Technology. Peace of Mind. Exceptional Value.

## Protect and extend your Act! investment

There's no better way to protect and extend your Act! investment than with Business Care, a comprehensive maintenance and support plan that delivers the latest technology, peace of mind, and exceptional value to you and your business.

With Business Care, you get automatic access to new product innovations, expert support you can count on, and valuable extras that help you reduce the time, effort, and cost of operating your Act! solution.

## Business Care Support – Our Service Plan

**Business Care Support** provides unlimited access to expert Act! Support Advisors.

## Business Care Bronze – Our Basic Plan

**Business Care Bronze** provides automatic access to the latest feature enhancements and platform updates, plus compatibility with popular operating systems and productivity tools<sup>1</sup>.

## Business Care Silver – Our Essential Plan

**Business Care Silver** provides automatic access to the latest feature enhancements and platform updates, plus compatibility with popular operating systems and productivity tools<sup>1</sup>. You also receive unlimited access to expert Act! Support Advisors, plus valuable extras, including free mobile access to Act! data with Act! Connect<sup>2</sup>.

## Business Care Gold – Our Premier Plan





**Business Care Gold** provides automatic access to the latest feature enhancements and platform updates, plus compatibility with popular operating systems and productivity tools<sup>1</sup>. You also receive unlimited access to our most experienced Act! Support Advisors, and have the ability to schedule appointments or leave a voice message for a dedicated contact. Plus, receive valuable extras, including online training at no charge with Act! Anytime Learning, and free mobile access to Act! data with Act! Connect<sup>2</sup>.



- **Latest Technology:**  
Stay current with the newest product innovations, plus stay compatible with popular operating systems and productivity tools, through automatic feature enhancements and platform updates.<sup>1</sup>
- **Peace of Mind:**  
Get the help you need, when you need it, to keep your business running smoothly, with access to expert Act! Support Advisors ready to assist you.
- **Exceptional Value:**  
Save on valuable extras, including online training with Act! Anytime Learning and mobile access to Act! — data available with certain Business Care plans.

To subscribe to Business Care, call 0845 268 0220 (United Kingdom), 0766 801 364 (Ireland) or contact your Act! Partner.\*

## Business Care for Act!

		SUPPORT	BRONZE	SILVER	<b>Best value</b> GOLD
 <b>Latest technology</b> + Feature and platform enhancements			✓	✓	✓
 <b>Peace of mind</b> + Customer support + Advanced-level Act! Support Advisors + Appointment scheduling + Voice message support + Remote access support	9am - 5pm			8am - 6pm	8am - 6pm
					✓
					✓
					✓
				✓	✓
 <b>Exceptional value</b> + Act! Anytime Learning + Act! Connect					✓
				✓	✓
 <b>Optional extras</b> + Webinar training + Remote training + Remote consultation + Training workbooks + Classroom training + Private training					
	10% off RRP	10% off RRP	20% off RRP	30% off RRP	
			5% off RRP	10% off RRP	

### Latest Technology

- Feature and Platform Enhancements: Stay current with the newest product innovations, plus stay compatible with popular operating systems and productivity tools, with automatic feature enhancements and platform updates.<sup>1</sup>

### Peace of Mind

- Customer Support: Get the help you need to keep your business running smoothly - you can consult with expert Act! Support Advisors ready to answer "how to" questions, show you time-saving shortcuts, and quickly resolve issues related to Act!. Interact with Act! Support Advisors through the method most convenient for you, including phone and email options. All customers also have access to our Act! Knowledgebase articles free of charge.
- Advanced-level Act! Support Advisors: Have access to our most experienced Act! Support Advisors.
- Appointment Scheduling: Consult with dedicated Act! Support Advisors on a date and time most convenient for you, using our appointment scheduling application.
- Voice Message Support: Avoid wait times by leaving a message for Act! Support Advisors and receive a response when the next advisor becomes available.
- Remote Access Support: Our Act! Support Advisors can remotely access your machine with your permission to help answer any of your program queries<sup>3</sup>.

## Exceptional Value

- Get up-to-speed quickly with online training courses available with Act! Anytime Learning.
- Act! Connect: Have free mobile access to Act! data from your smartphone or tablet, including iPhone®, iPad®, and Android™, with Act! Connect<sup>2</sup> - normally a chargeable service<sup>4</sup>.

## Optional Extras

- We offer great discounts on our consultancy services based on your level of support contract.
- Webinar Training: Aimed at the new user these weekly webinars will allow you to get the most from your software without committing to lengthy training courses.
- Remote Training: Learn in the comfort of your office at a time convenient to you. One of our experienced trainers will conduct these sessions using screen sharing technology allowing you to complete this bespoke training without leaving your office.
- Remote Consultation: We are here to help. Using Remote support one of our Act! Consultants will understand your CRM requirements and through years of experience provide you with the Act! solution you need, from Installation and Database setup to Imports and Integration.
- Training Workbooks: A cost effective reference and self-study guide, our Act! Workbooks provide all you need for a new user through to Database administration.
- Classroom Training: Visit our Reading or Newcastle facilities for one of our comprehensive 2-day courses. No day-to-day distraction means you can focus on getting the most from your software and take your CRM solution to the next level.<sup>5</sup>
- Private Training: Through consultation with our trainers we will deliver bespoke Onsite training for up to 8 delegates.<sup>5</sup>
- For more details call 0845 268 0220 (United Kingdom), 0766 801 364 (Ireland) or contact your Act! Partner.\*

<sup>1</sup> Provides access to the latest feature enhancements and platform updates for your Act! software released during your enrollment for Business Care Gold, Silver or Bronze. Business Care is not required for continuous access to product fixes for supported versions. <sup>2</sup> Review Act! Connect system requirements at [act.com/en-uk/connectsystreq](http://act.com/en-uk/connectsystreq) to confirm supported mobile devices, tablets and web browsers before subscribing to this service. You are responsible for all data-related charges. Based on your wireless plan, you may receive an extra charge from your carrier for the initial setup text message. <sup>3</sup> Remote support is provided whilst you are on the phone and with your explicit permission only. A small application must be installed on your machine to enable the remote access session. <sup>4</sup> Act! Connect RRP is £40.00, €50.00 and \$69.95 depending on region. <sup>5</sup> Act! Classroom Training and Private Training are currently only available within the United Kingdom.

\* Act! Partners are third-party vendors. Swiftpage and its affiliates are in no way liable or responsible for claims made related to the services provided by third-party vendors.

**Important Note: For Act!:** Review Act! system requirements at [act.com/en-uk/systreq](http://act.com/en-uk/systreq). You must purchase one license of Act! per user. Scalability varies based on hardware, size, and usage of your database. Visit [act.com/marketplace](http://act.com/marketplace) or contact your add-on product provider to determine compatibility for your add-on products. **For Business Care:** Business Care plans are automatically-renewing and subsequent one-year terms will be automatically invoiced on the plan expiration date unless you contact us to cancel the subscription. If you choose to pay by Direct Debit in the UK you don't need to do anything, and payments will continue to be taken after renewal unless you contact us to cancel the subscription. Swiftpage will notify you thirty (30) days in advance of your expiration date. Renewal is not required for continuous access to product fixes for your supported versions.

©2014 Swiftpage ACT! LLC. All rights reserved. Swiftpage, Act!, Saleslogix, and the Swiftpage product and service names mentioned herein are registered trademarks or trademarks of Swiftpage ACT! LLC, or its affiliated entities. All other trademarks are property of their respective owners.