

ProTeus IV

The CMMS Technology Leader

OVER
16 YEARS
OF
EXCELLENCE
1987-2004

Technical Support

To keep your ProTeus software operating at the highest level of performance, turn to Eagle Technology's continuing-care plans. Designed to let you choose the level of support that best fits your needs, we offer flexible choices, including 3 and 5-year plans, which can be purchased via company purchase order, credit card or check.

STANDARD CARE

Standard Care Support is designed for those customers who desire worry-free maintenance and support of their ProTeus product.

- Unlimited toll-free telephone technical support
- Unlimited email technical support
- Free maintenance releases
- Discounts on product training, upgrades, and new modules
- Online support, including access to our knowledgebase, technical documents, and discussion groups

Choose Your Term!
3 or 5-year
Plans are Available!

PREMIUM CARE

To ensure you receive all of the latest features and benefits of our ProTeus software, select Eagle's Premium Care package. With Premium Care, you'll receive all software updates--from maintenance updates to major releases--as well as all the benefits of Standard Care.

- Unlimited toll-free telephone technical support
- Unlimited email technical support
- **Free major release upgrades, including database conversions**
- Free maintenance releases
- Discounts on product training, upgrades, and new modules
- Online support, including access to our knowledgebase, technical documents, and discussion groups

Eagle
Technology

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Annual Technical Support agreements must be paid for in advance of the support period. Support agreements can be upgraded at any time but cannot be cancelled. Eagle Technology reserves the right to adjust support agreements as product changes are announced and as such, reserves the right to change specifications without notice.