

MeritCare™: Existing Support Plan for Premier Merit Solutions Customers

Delivering technical support
proficiently and reliably with
Merit Solutions, Inc.



Overview

MeritCare™ is a prepaid 12 month agreement between Merit Solutions, Inc. and their premier clients to ensure that clients are getting the highest value out of their Microsoft and Merit Solutions investment.

This unique offering affords Merit Solutions' clients the ability to continue to improve their use of their business applications and streamline business processes for increased productivity.

MeritCare™ clients are given top priority to issue resolution and resource scheduling.

We know our clients have different needs, and so we have created MeritCare™ to be a flexible and customizable program to offer the best value.

MeritCare Premier: \$18,500

- One day (8 hours) of Merit consulting per month
- 2 hours of telephone support per month
- (2) Four-hour training classes per year conducted at client facility, with topics to be determined by client
- Free Attendance at Monthly Ask the Expert Lunch n Learn webcasts
- Free Merit Solutions Customer Reference Manual, filled with resources available to you as clients of Merit and Microsoft. (Includes how to use customer source and other Microsoft resources available to you as a Microsoft customer, the best way to interact/communicate with Merit including issue escalation procedures, sample status reports, a library of links to helpful resources to help your business improve its bottom line.
- Free subscription to White Papers provided by Merit Research

MeritCare: \$10,000

- One half-day (4 hours) of Merit consulting per month
- 1 hour of telephone support per month
- (1) Four-hour training class per year conducted at client facility, with topics to be determined by client
- Free Attendance at Monthly Ask the Expert Lunch n Learn webcasts
- Free Merit Solutions Customer Reference Manual
- Free subscription to White Papers provided by Merit Research.

