



# Saleslogix Business Care

Our Focus Is Your Success

The best way to leverage and extend your CRM investment is to participate in one of our Saleslogix Business Care plans. We deliver value to your organization by helping you reduce the time, resources, and cost of operating your Saleslogix solution.

With Saleslogix Business Care, you receive professional assistance when you need it—whether by accessing our world-class phone support, online chat, 24/7 online knowledgebase, or our extensive network of business partners, and certified consultants.

## Flexible options to meet your business needs:

**Saleslogix Business Care Gold:** The Gold plan provides access to the latest software versions and updates, support coverage, and training subscriptions. Benefit from features like unlimited support cases through phone and web with access to the most senior analysts available<sup>1</sup>, extended hours for five critical issue cases, and 24x7 access to online self-service knowledgebase.

**Saleslogix Business Care Silver:** The Silver plan is our entry level option for receiving Saleslogix assistance from our award-winning call centers. Get access to our expert support team for five support cases and 24x7 access to online self-service web support.

**Saleslogix Business Care Cloud:** The Saleslogix Business Care Cloud subscription contains many of the Support benefits, allowing businesses to access the latest software versions and updates, support coverage, and training subscriptions online.

	<b>Best value</b>		
	SILVER BUSINESS CARE	GOLD BUSINESS CARE	CLOUD BUSINESS CARE
Business Care Benefit			
Access to Latest Software Versions and Updates	✓	✓	✓
Telephone and Web Case Support <sup>1</sup>	Five Cases	Unlimited	Unlimited
Remote Diagnostic Capabilities	✓	✓	✓
Extended Hours <sup>1</sup>		Five Critical Issue Cases	Unlimited
Online Self-Service Knowledgebase	✓	✓	✓
Premium Case Queue		✓	
End User and Administrator Anytime Learning	50% Discount for Unlimited Users	100% Discount for Unlimited Users	Unlimited Users
Virtual Classroom Discount <sup>2</sup>		10% Discount	

Features	VALUE	BENEFITS
Customer Support	<p>Assistance with technical issues via phone and web from our Saleslogix certified analysts</p> <p>Wide range of support needs, from answering procedural questions to advanced troubleshooting</p> <p><b>Remote diagnostic capabilities that allow support analysts to link directly to your system to experience and diagnose issues firsthand</b></p>	<p>Resolve issues and questions quickly so you can get back to business</p> <p>Minimize costs and resources required to run your software</p> <p>Learn from every interaction</p>
Software Assurance	<p>Access to the latest software version</p> <p>User-driven product enhancements</p> <p><b>Product fixes and patches</b></p>	<p>Ensure your solution is up to date and secure</p> <p><b>Minimize system disruption and down time</b></p>
Online Self-Service Knowledgebase	<p>Immediate access to information that resolves many inquires 24x7</p> <p>Web case support</p> <p>Knowledgebase articles ranging from how-tos, options for resolving issues, and specific information for roles from administrators to end users</p>	<p>Resolve common challenges quickly through self-service resources</p> <p><b>Access helpful information whenever you need it</b></p> <p><b>Download technical documentation, guides and other helpful resources</b></p>
Training	<p>Virtual Classroom courses combine the interaction of online, instructor-led sessions with the convenience of Internet-based recorded training</p> <p><b>An Anytime Learning Library gives you access to a large repository of short training videos available whenever and wherever you are</b></p>	<p>Improve efficiency and productivity</p> <p>Learn how to get more out of your software</p> <p>Optimize the total value of your software investment</p> <p><b>Train staff without travel costs or time out of the office</b></p>

**Software Developer's Kit (SDK) Support:** Adding SDK Support to your Saleslogix Business Care plan entitles you to receive assistance from Saleslogix SDK Analysts skilled at resolving Saleslogix customization issues. Among other benefits, these analysts will help you deepen your understanding of functions and parameters listed in Saleslogix function calls, troubleshoot errors related to Saleslogix function calls, troubleshoot scripting issues, analyze relationships in the Saleslogix database, and learn more about using Saleslogix API as a COM object.



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<sup>1</sup>The Saleslogix support team is available to assist you during support operating hours (9 a.m. to 7 p.m. ET, Monday through Friday, excluding holidays). Gold plan customers receive emergency phone assistance for five critical cases after operating hours. <sup>2</sup>Offer cannot be combined with other promotions or discounts. 10% discount is based off of MSRP. The offer excludes maintenance and support, Saleslogix KnowledgeSync, Saleslogix Advanced Analytics, Saleslogix E-marketing, and Professional Services. <sup>3</sup>Business Partners are third-party vendors. SalesLogix, N.A., LLC and its affiliates are in no way liable or responsible for claims made related to the services provided by third-party vendors.

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