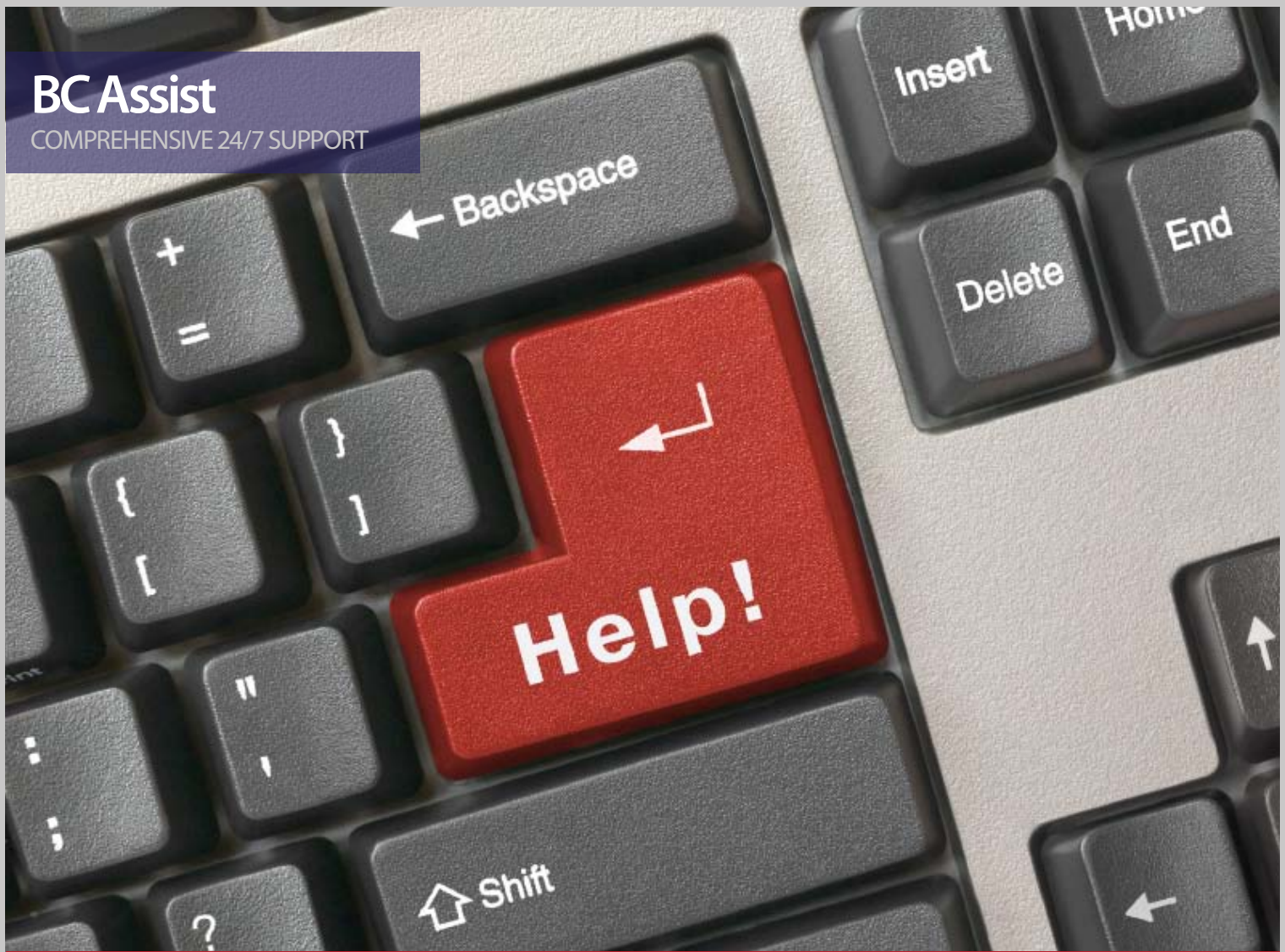


BC Assist

COMPREHENSIVE 24/7 SUPPORT



A COMBINATION OF TELEPHONE AND ONLINE SUPPORT 24 HOURS A DAY, 7 DAYS A WEEK

At BusinessCraft we understand the importance of your systems to the ongoing success of your business, so we strive to ensure you receive the excellent service and support you require.

BCAssist WEB PORTAL

Utilise the BCAssist Web Portal located on www.businesscraft.com to receive comprehensive self service support for all of your BusinessCraft applications.

BCAssist content includes:

- Knowledge base articles
- How to guides
- Training materials
- Assistance request lodging tracking

TELEPHONE SUPPORT

BusinessCraft's service desk representatives can provide you with email and telephone support when needed between 8:30am and 5pm Monday to Friday (EST).

Simply call 02 4965 5555 for assistance.

TRAINING & UPDATES

Extensive training courses are available during and after implementation with online documentation provided.

Small groups at your business or in our dedicated training room ensure personalised attention and relevance to your business.

SOFTWARE MAINTENANCE

Annual License Maintenance Agreements ensure that you receive all fully tested system updates and enhancements on a regular basis. A small annual fee covers this service and different levels are available.

PRODUCT DEVELOPMENT

New development updates are provided on a regular basis to our clients as per our BusinessCraft development release schedule.

ON SITE CONSULTANCY

Qualified BusinessCraft Consultants are available for on site consulting. When coordinated, this service is available on a 24 hour basis.

CLIENT DEVELOPMENT

Client specific development is available from our in house software development team. Each unique requirement is assessed and quoted for acceptance by the client.

FOR MORE INFORMATION

Would like to know more about how BusinessCraft can streamline your success? Please visit: www.businesscraft.com or call +61 2 4965 5555