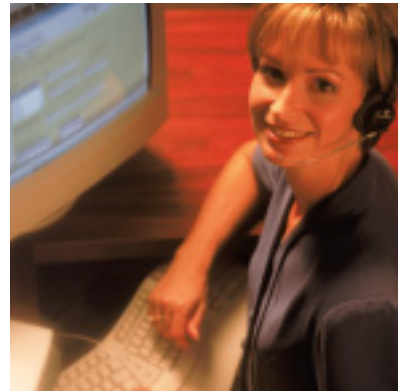
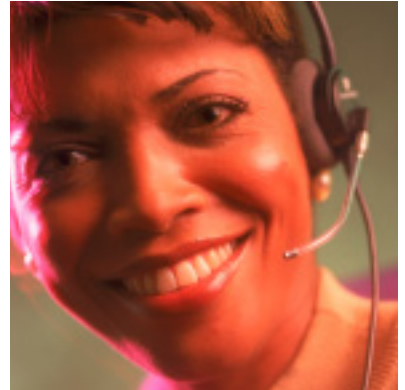


SALESLOGIX

CustomerCARE
Connecting Every Time

best
software

insights for the life of your business™





No one knows your business like you do.

Whether you have dedicated in-house IT staff or just a handful of resources, you know what you need to successfully run your CRM system — and to maximize your return on investment.

But we can help. Our CustomerCARE programs help keep you up and running 24x7 — so you can keep the focus on growing your business.

The SalesLogix® CustomerCARE programs feature:

- Expert technical analysts to provide you fast, personal product assistance.
- Web ticket reporting so you can report problems — and get solutions — via SupportOnline.
- The SalesLogix Knowledge Base within SupportOnline for access to solutions via the Internet — at your convenience.

Now, it's up to you.

Choose the CustomerCARE program that best suits your needs.
Or select our newest program — the Remote SalesLogix Administrator (RSA) — the ultimate in customer care.



ClassicCARE

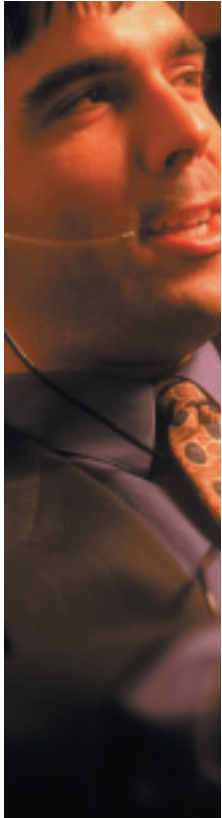
Start with ClassicCARE (included with your maintenance and support contract) for your most essential technical support needs. You'll get:

- Unlimited telephone support during regular business hours.
- Unlimited access to SupportOnline, your self-service support site, available 24x7.
- Unlimited Web Ticket support at SupportOnline.
- Remote diagnostics that link analysts directly to your system to solve problems firsthand.
- Reports showing number of calls, response times, and open issues for greater accountability (upon request).

ClassicCARE Plus

Upgrade your ClassicCARE program for faster response times and after-hours care, and you'll also get:

- Priority call handling with guaranteed 2-hour response to your calls.
- Expert issue resolution by senior level technical analysts.
- After-hours support (up to five Level I incidents as described in your contract).
- Unlimited Web Ticket support at SupportOnline.
- Unlimited access to SupportOnline, your self-service support site, available 24x7.
- Remote diagnostics that link analysts directly to your system to solve problems firsthand.
- Reports showing number of calls, response times, and open issues for greater accountability.



Software Developer's Kit (SDK)

Add SDK Support to your ClassicCARE program and get help from SalesLogix SDK analysts skilled at resolving SalesLogix customization issues.

They will help you:

- Deepen your understanding of functions and parameters listed in SalesLogix or the Developer's Reference Online Help System.
- Troubleshoot errors related to SalesLogix function calls.
- Troubleshoot SalesLogix scripting issues.
- Determine controls available in SalesLogix views such as LinkEdit or ComboBoxes.
- Analyze relationships in the SalesLogix database.
- Learn more about using the SalesLogix API as a COM Object.

Remote SalesLogix Administrator (RSA)

For the ultimate customer care experience, ask for RSA. RSA helps to prevent system problems with consistent diagnosis and maintenance. Your RSA acts as a "virtual employee" to remotely diagnose and assess issues before they occur — and works with your IT team to address your on-going needs. Your RSA also:

- Consults with you on best practices that'll help you better manage your data.
- Performs general and targeted system diagnostics aimed at issue resolution, error elimination, ease of installation, and data synchronization.
- Proactively monitors the SalesLogix database to maintain your data integrity.
- Encourages use of full system capabilities to meet your demands.
- Establishes database backup and maintenance procedures.

Call 1-866-674-5588 or contact your certified SalesLogix Business Partner — and get the CustomerCARE program that supports your growing business today.



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Scottsdale, AZ 85258

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