

MAS 90

MAS 200

Client/Server
Client/Server for SQL Server

FAS SUPPORT SERVICES

- Toll-free telephone support
- Automatic enhancements and updates
- Tax law updates delivered automatically
- 24-hour access to Solution Center
- Fixed Asset Manager online newsletter



FAS SupportPlus, a subscription support program, ensures that you and your organization have the technical support when you need it and the system enhancements and updates as they become available. It is an in-depth support program that can maximize the return on your software investment and the day-to-day efficiencies and accuracy of your fixed asset management operations.

Business software has become increasingly robust and complex, offering users a wide array of features and functionality. However, as the power and performance of these applications expand, the need for qualified and responsive technical support grows as well. The same can be said for the pace at which software programs are enhanced and updated.

Quality customer support has been a hallmark of FAS since the company's founding in 1982. This is particularly true for the FAS Asset Accounting system — a sophisticated yet easy-to-use fixed asset management system that integrates with your Windows 95/NT environment and your MAS 90 or MAS 200 software system.

With FAS SupportPlus, you can receive direct toll-free telephone support from a dedicated team of product experts and full access to FAS Technical Support via fax or e-mail. In addition, you can gain access to FAS SupportPlus Online, a service offered exclusively for SupportPlus members. This site contains discussion forums, an expansive TechTutor Library of information, Solution Center and a wide range of other valuable features.

As a member of FAS SupportPlus, you will receive software enhancements and updates automatically and free of charge. This includes updates and changes to the tax laws. Participation in FAS SupportPlus is not required, but it could be a critical part of your fixed asset management solution and essential to your peace of mind.

See reverse side for list of features

FEATURES

Toll-Free Telephone Support	FAS SupportPlus can give you direct toll-free telephone access to a team of product experts dedicated to providing you with fast, responsive telephone support.
Convenient Electronic Services	With SupportPlus, you can send technical questions and backup documentation to FAS Technical Support via fax or e-mail. A technical representative will respond with the information you need in a timely manner.
24-Hour Access to FAS SupportPlus Online	The FAS SupportPlus Web site is an invaluable online resource available exclusively to SupportPlus members. This site offers a variety of features including discussion forums with other professionals, an extensive online File Library and Solution Center. The Solution Center utilizes the latest technology search engine, and it's a snap to use! Simply enter your questions. Don't worry about fancy technical language — Solution Center understands plain English. Just ask your question and Solution Center shoots back an answer. That's it. No phone calls. No waiting. Just answers.
Automatic System Enhancements and Updates	As enhancements and updates to FAS Asset Accounting become available, FAS commits to sending them to you automatically as part of your SupportPlus membership.
Automatic Tax Law Update	Changes to the tax laws are entered into the system and delivered to you automatically. You can also receive documentation of these changes, as well as alerts to any peculiarities that may impact your fixed asset management decisions or accounting methods.
Free Newsletter	FAS SupportPlus members can receive the Fixed Asset Manager online newsletter, an informative publication that can keep you up to date on fixed asset management techniques, practices, policies and methodologies and developments in tax law that may affect fixed asset accounting procedures.