



Resource Software International Ltd. (RSI) Support Services gives you the advice, guidance and expertise you need to protect your data, keep your applications running and ensure uninterrupted performance.

Ask us about special discounts on multi-year plans!

At RSI, we recognize that your data is vitally important for making decisions about your business. The ever changing nature of communications, tariffs, services and applications makes it imperative that solutions are backed by a strong maintenance protection plan. We take pride in providing professional customer care that gives you worry-free assurance. RSI provides superior support services that ensure your issues are resolved and your questions are answered in a timely fashion.

Keep your software always current

Never let your software become out of date! Throughout the course of the maintenance period covered by the RSI support contract, you will have full access to software updates, tariff upgrades and product enhancements for all the products covered by the maintenance plan.

RSI takes great pride in its manufacturer relationships to ensure interoperability and compatibility with new communication hardware models. This ensures our customers can continue to use our applications after a system upgrade.

Live 24 x 7 x 365 support from a certified RSI engineer

Not all organizations can operate during traditional business hours. Some rely heavily on communications management tools at all hours of the day. For hospitality customers, an accurate billing

system 24 x 7 is a critical revenue generator. RSI offers extended 24 hour coverage to customers that require around the clock support. A trained certified RSI engineer carries a pager 24 hours a day and will respond to emergencies typically within one hour.

Access our self-service resources

Our online resources are available exclusively to our maintenance plan subscribers. Support offerings include access to our online documentation, release notes, product updates and more.

Choose the coverage that suits your needs:

Business Support Services are designed for small-, medium business (SMB) and general business customers. The plan is subdivided into two (2) categories (Extended and Premium). Hospitality environments generally choose the Premium coverage because of their around the clock needs.

Enterprise Support Services are designed for multi-location or mission critical customers that require around the clock coverage. The plan allows for front of the line response and exclusive service designed to minimize downtime in critical environments. The plan is subdivided into three (3) categories by blocks of hours to meet your business needs and budget.

RSI

Support Services



Protect your investment with customer care from our experienced Support Services engineers.

Select the plan that best suits the needs of your business:

RSI Support Services					
	Business		Enterprise		
	Extended	Premium	Standard	Extended	Premium
Maintenance Mode	Per Site	Per Site	Enterprise	Enterprise	Enterprise
Software Updates	Y	Y	Y	Y	Y
Rates/Tariff Updates	Y	Y	Y	Y	Y
V&H Database Updates	Y	Y	Y	Y	Y
Electronic Support	Y	Y	Y	Y	Y
Remote Access Support	Limited	Y	Y	Y	Y
After Hours Support	N	Y*	2 x call duration	2 x call duration	Y
Named Support Contact	N	N	N	N	Y
Managed Support * RSI Professional Services * Front of the line response * Priority Bug Fixes & Updates	N	N	250 hrs	500 hrs	Unlimited

* Business Premium Support Services are recommended for customers with around the clock needs such as hospitality and mission critical environments.



Put our experts in your corner, 24 x 7 x 365. For more information on RSI Support Services — or for assistance choosing the best plan for your business needs — call your Authorized RSI Representative or contact us directly at 905-576-4575.

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