Grow the Value of Your Laserfiche Investment

Because technology changes so rapidly, keeping your systems secure, efficient and up-to-date can be a major challenge. Our **Laserfiche Software Assurance Plan (LSAP)** provides you with the comprehensive resources you need to meet this challenge successfully—and to maximize the return on your Laserfiche investment.

Learn More Inside:

▸ Lower your total cost of ownership

▸ Proactively manage your IT investments

▸ Simplify system maintenance

▸ Quickly adapt to changing business conditions

Laserfiche®

Laserfiche safeguards your organization's most important asset: your information. That's why LSAP is such an important part of your organization's document management portfolio.

In return for your annual LSAP investment, you receive everything you need to properly and cost effectively maintain your Laserfiche system:

- **Rapid-response technical support.** Your Laserfiche reseller will promptly troubleshoot and resolve any issues that arise—before they impact operations or affect staff productivity.

- **The latest hotfixes, updates and patches.** These critical items ensure that your Laserfiche system continues to operate at peak efficiency.

- **New releases.** You'll make sure your system stays current, as new releases of your licensed products are included at no additional charge.

- **Online support resources.** Your staff receive 24/7 access to the Laserfiche Support Site, where they'll find the detailed technical information that helps them optimize system performance and maximize uptime, as well as integrate your document repository with your organization's other line-of-business applications.

- **Comprehensive training.** All staff can take advantage of numerous hands-on training opportunities—including Regional Training and our annual Laserfiche Institute Conference—where Laserfiche experts will show them how to best use Laserfiche tools to increase productivity. Need information now? Videos, guides and other training resources are available on the Support Site around the clock.

- **An easy path to growth.** We're committed to continuously improving and expanding the Laserfiche product suite. And as we do, you can credit 100% of the purchase price of your current Laserfiche software toward any new product purchases.

Lower Your Total Cost of Ownership

The expense of maintaining your technology investments can be as significant as it is difficult to predict. LSAP, however, helps you take the guesswork out of budgeting, because it bundles everything you need to maintain your Laserfiche system into a modest annual payment.

For example, with LSAP, you'll receive complete support from your Laserfiche reseller, who brings their extensive experience designing, implementing and supporting solutions to meet and even anticipate your needs. You also won't have to budget for software updates, because you'll receive each new release at no additional charge.

And you won't have to pay an additional subscription fee for the hotfixes, utilities, technical articles and troubleshooting guides your IT staff need to maintain your system, customize Laserfiche functionality and provide quality technical support to users. With LSAP, all of this material is automatically available to your staff on the Laserfiche Support Site.

Maximize Your Return on Investment

Technology represents one of the most significant investments you make in your organization's success. That's why we're committed to constantly improving the Laserfiche suite to help you meet new business challenges. LSAP provides your organization with these enhancements as soon as they're released, along with the technical support that preserves and extends the value of your Laserfiche investment.

Perhaps most importantly, having LSAP gives you the option of purchasing new modules to add to your system as your organization's needs change. You also have the option of purchasing a larger Laserfiche system—and, when you do, you can credit 100% of the purchase price of your current software toward your new system.

Combine all these benefits into a manageable annual cost, and LSAP is the most cost effective way to make the most of your Laserfiche investment.

Support Staff Efficiency

It's critical that your IT staff take a proactive approach to managing your technology investments. That's why LSAP provides IT personnel with the resources they need to effectively administer your Laserfiche system—and to prevent problems from occurring.

As part of your organization's annual LSAP investment, your IT staff receive round-the-clock access to the Laserfiche Support Site.

At **support.laserfiche.com**, you'll find:

- **Knowledge Base articles.** These technical articles, detailing configuration information, troubleshooting guidelines, known issues and tips for easier system maintenance, are based on customer support cases.

- **Training Resources.** From best practices and technical white papers to training guides and videos, you have access to the materials you need to configure and use Laserfiche most effectively.

- **Forums.** By engaging in ongoing discussions with the entire Laserfiche community, from engineers and other staff to resellers, users and product partners, your staff can learn best practices, discuss solutions to common challenges and suggest new product features.

- **Downloads.** Besides product downloads, upgrades and language packs, you'll find product utilities that help automate tasks, such as creating records series and building electronic folder structures.

- **Laserfiche Code Library™.** In the Code Library, you'll find downloadable scripts, integrations and custom applications to extend Laserfiche functionality, many of which are submitted by members of the Laserfiche community.

As long as your LSAP remains current, all Laserfiche users can register for the Support Site—so you ensure your staff have the information they need to continually improve their productivity.

Downloadable scripts and custom applications in the Code Library help your IT staff easily extend Laserfiche functionality.
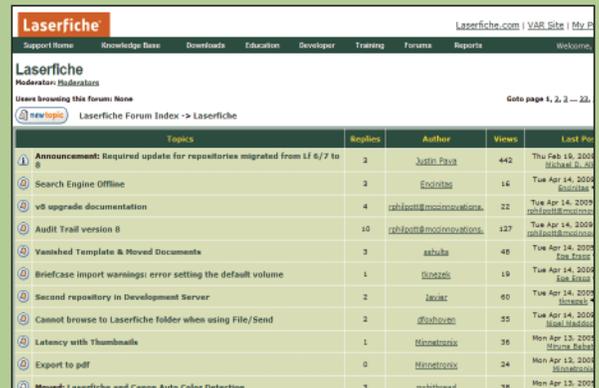
Forums provide an interactive location to discuss product features and functionality with Laserfiche Developers and other members of the Laserfiche community.
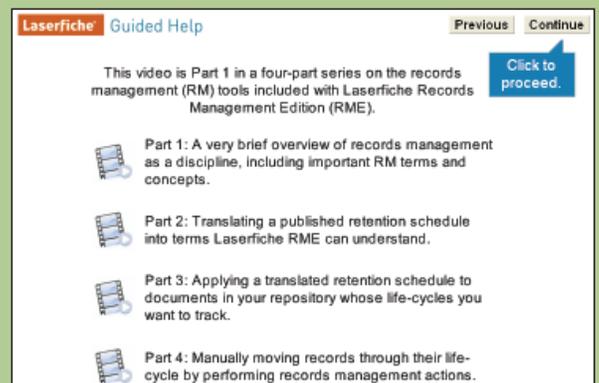
Training videos provide hands-on instruction in how to use Laserfiche most effectively.

The Value of LSAP

From basic technical support to premium support that minimizes downtime and ensures you have every resource you need to meet technical challenges and expand your Laserfiche infrastructure, choose the LSAP package that meets your needs.

	Basic LSAP	Premium LSAP
New releases and product updates	✔	✔
Telephone support from Laserfiche engineers, through your reseller	(24 hours)	(4 hours)
100% credit toward product updates	✔	✔
24/7 access to the Knowledge Base articles, discussion forums and educational resources on the Support Site	✔	✔
Direct-to-Laserfiche Web chat for designated support personnel		✔
Fast-track escalation for rapid resolution of urgent support cases		✔
Preferred pricing on Laserfiche user education programs, including Regional Training and the annual Laserfiche Institute Conference		✔

Laserfiche creates simple and elegant document management solutions that help organizations run smarter. Since 1987, more than 25,000 organizations—including government offices, Fortune 1000 companies, healthcare organizations and financial services firms—have used Laserfiche software to streamline processes for managing documents, records and workflow. By digitizing paper archives, Laserfiche enables users to instantly pinpoint the information they need and complete daily tasks more efficiently. Secure Web access allows organizations to share information with remote offices, business partners and customers, while user- and role-based security options ensure compliance with government- and industry-mandated standards.

Your Next Step

To learn more about LSAP, call **(800) 985-8533** or visit **www.laserfiche.com/lsap.**

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