Annual Support Contracts

Stone Profit Systems provides ongoing assistance under either a fixed price annual maintenance agreement or on an hourly basis. You can choose whichever approach would be most cost-effective for your company.

Annual Support Contract

The annual contract includes the following options:

INCLUDED OPTIONS	DESCRIPTION
Product Refinement	Feature enhancements, report changes, and refined functions are occasionally added to all SPS products. We have an ongoing list enhancement list collecting ideas from various customers. If you have suggestions for reports a support specialist will be able to advise and assist you.
System Updates	System upgrades or patches are various periodic updates to your Stone Profit System that insures it's compatibility with the related software such as web browsers, database servers, and operating systems; as well as hardware such as phones, tablets, and bar-code scanners. Whenever there is an update in the database server, SPS will get an update too. If the Web Browser upgrades to a new version. SPS will be updated to insure compatibility. When new hardware is released, SPS will be updated too.
Training	SPS provides remote training for all of your employees and to any new employees that start after to go live.
Unlimited Phone Support	Unlimited SPS Technical Support is available via phone call, email, and the support center at www.stoneprofits.com. You can reach a support specialist about issues that may arise, or for advice or insight on how to make SPS work even harder for you. Having unlimited access means you can call or e-mail our specialist as often as you like no matter how big or small the issue.
Back-up Integrity Check	SPS's Technical Support Team periodically perform integrity checks on your backed up data to make sure all your database backup and maintenance procedures are in place and working properly.