

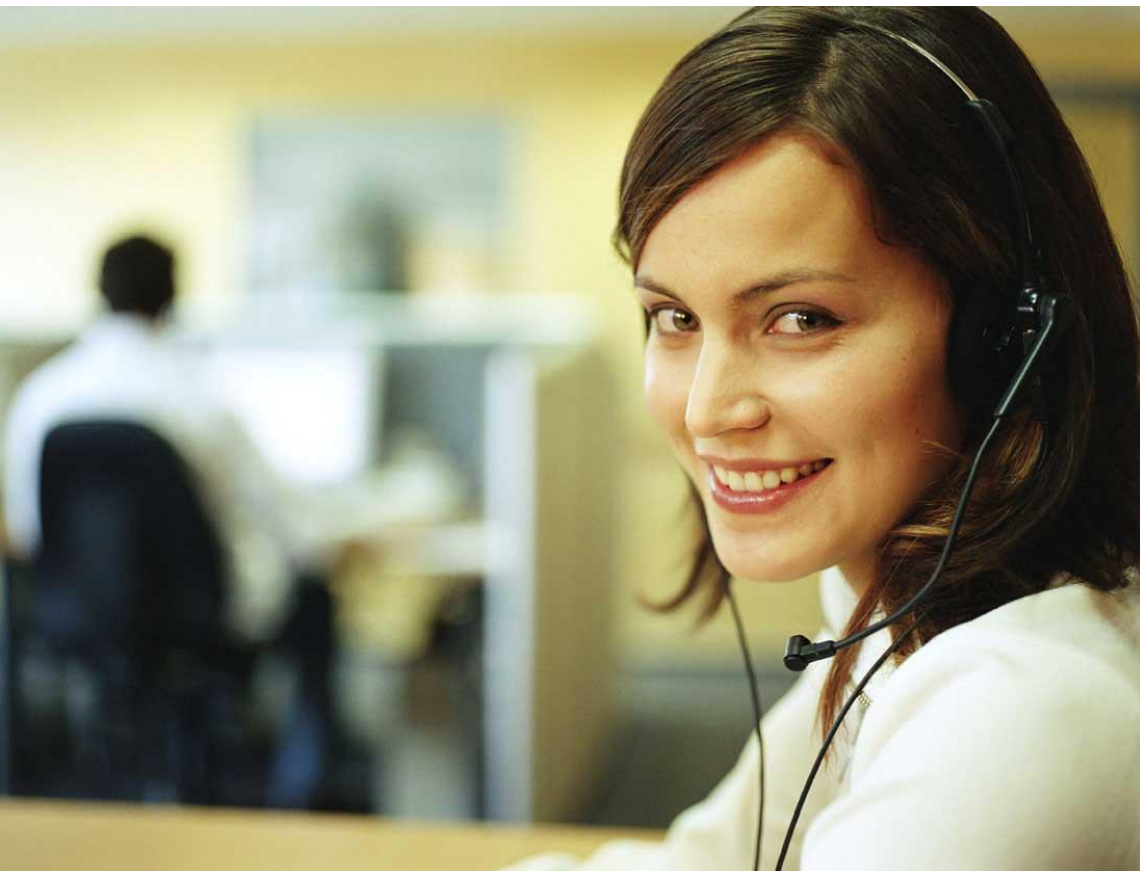
# : Customer Care

superior customer care...that's now at your fingertips

At Planit, we understand the value of maximising your profitability and keeping your business operating, which is why we have Planit Customer Care.

Planit Customer Care is a comprehensive program designed to put solutions at your finger tips.

To start enjoying these benefits today and get the most out of your Planit software by joining our Customer Care program, simply speak to your local Planit representative or call us on 1300 855 411.



Help Desk



E-Support



Customer Service Time



Software Update Program



Webinars & Tech Days



Licence Protection



### Help Desk

For the cost of a local call, Help Desk gives you diagnostic phone support that has a vast knowledge base of articles, video's and links at their fingertips. Giving you a faster response.



### E-Support

E-Support offers access to a worldwide online self help service which is available 24/7. Downloads & user forums to communicate with Planit customers and technicians worldwide, all at your own pace, in your own time.



### Customer Service Time

Customer Service Time can be used for technical support sessions, web rescue (remote access) or training. Hours can be topped up at any time. Choose the service that your business needs.



### Software Update Program

Our Software Update Program keeps your business using the latest technology and features. Maximising the investment you have made in software.



### Webinars & Tech Days

Exclusive access to our live online webinars and interactive workshops. Covering a variety of topics based on product features, new functionality and other topics of interest. Bringing information closer to you.



### Licence Protection

Licence Protection provides a replacement service for lost or stolen licences. This coverage can be extended to include your Additional Licences. Excess fee applies. Peace of mind knowing your investment is protected.