



ins
help

Support...

Regular Software Updates and Expert instruction from the actual programmers to help keep you on track.

While things are going right...

You will receive a minimum of **two Eureka updates** during the term of your Care Pack (12 months) which will ensure your software is as up to date as it can be within the version you are using.

Should you need some bespoke development work done to suit your own needs, as a Care Pack customer, you will automatically receive **20% discount on our normal rates**.

As a Care Pack customer you become part of the **Eureka Community**. Through this you can talk directly with the Developers and other Eureka Users across the U.K. and Ireland and share your experiences and 'tips' for making the most out of the software.

Make use of our customer '**video tutorials**' to help you make the most of new and exiting functionality. Instead of sitting for hours reading a paper manual, sit and watch someone talk you through the process in minutes. We also offer short online tutorials for staff (especially where new staff are brought in).

Should things go wrong...

You will get straight to our support team using our **dedicated Eureka support line**.

Anyone at your site has the opportunity to **speak directly to our Eureka Development Team**. Ultimately, this means we can get to the cause of any problem you may be having quickly and efficiently. We are also in the best position to offer bug fixes and assist you through the process of getting back up and running again.

As an added benefit, if your Eureka P.C. goes down or has to be replaced due to a hardware fault we will offer you preferential engineer rates and ensure you are up and running again as soon as possible so that disruption to your business is minimised.

Using today's technology we can connect to your computer directly to solve any issues you are having with the software. Whether it be using the package or a problem installing a new update **we can connect safely, securely and most importantly ONLY at your request**, to get the issue resolved.

When you want to upgrade...

When you want to add new software modules to your existing Eureka system you will be **entitled to preferential discounts** on the software list price.