

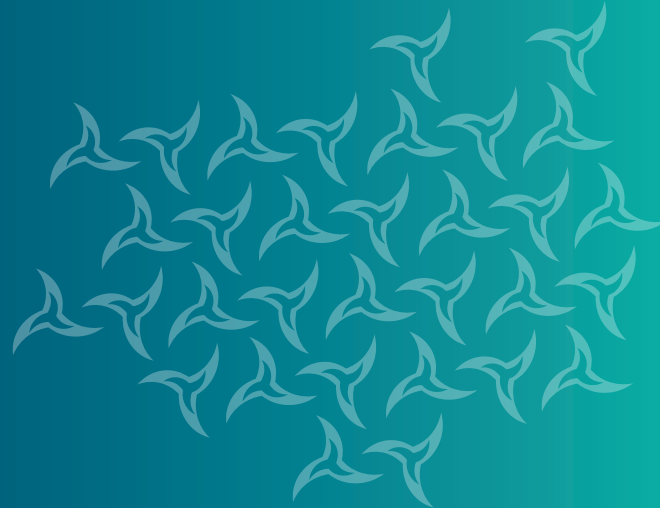
INTRODUCING OUR TECHNICAL ACCOUNT MANAGEMENT PROGRAMME



ADDING VALUE TO OUR SERVICE

Our technical account management programme provides customers with free ongoing technical support, helping them gain maximum value from the use of our software products.

Running for over ten years, our service is highly valued by participating clients.





WHAT TO EXPECT FROM THE TAM PROGRAMME

Regular liaison with Macro 4's technical account managers helps keep you up to date with the latest product features and how to use them for maximum benefit to your organisation. We can also share the experience of other customers and how they are using Macro 4 technology to achieve the greatest return from their IT solutions.

Your technical account manager will discuss how best to work with you and will be happy to arrange visits and meetings. We recommend that meetings take place at your premises where possible, on an annual basis or at a frequency to suit your business needs.

We want you to get the maximum value possible from your investment in our solutions and are passionate about making this happen. We look forward to working with you to achieve your aims.



MACRO 4 SUPPORT AND MAINTENANCE SERVICES

The TAM programme is provided in addition to Macro 4's support service. Our large and experienced support team, located at our Crawley head office, are available to assist our customers to ensure we deliver the highest standards of service. We offer support plans that include 24/7 cover as well as standard office hours. Each support call is owned by an individual product specialist, who provides a single point of contact and manages your issue from the beginning through to a successful resolution.



Our **TAM programme** is available free of charge to all customers with a Macro 4 annual support and maintenance contract. It provides the following additional benefits and services:

- ✓ Regular technical reviews
- ✓ An allocated technical account manager, fully experienced in your product set, to provide expert advice and guidance
- ✓ A health check of your software deployment to help maximise its performance
- ✓ Management of your software upgrade path and introductions to the latest features within your Macro 4 products
- ✓ Roadmap reviews to keep up to date with the latest development releases and how they can help your business
- ✓ The opportunity to discuss future product direction and raise product enhancement requests (PERs)

Please contact us to learn more:

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