



# DataDrill EXPRESS Services

## KEY BENEFITS:

### Maximize Your Investment

Having access to expert resources helping you get the most out of using DataDrill, gets you the best possible return on your investment.

### Talk to a Person

Our team of support representatives give you individualized answers, guidance, troubleshooting assistance and issue resolution

### Optimize Resources

From side-by-side mentoring to streamlining deployment to delivering software upgrades, we save you time and effort so you get more accomplished with fewer resources.

### Customize to Suit

When you have special business needs or project goals, we have the know-how to quickly tailor your DataDrill to directly support those objectives.

Distributive Management's services streamline DataDrill deployment, identify and implement information needs, and guide integration between DataDrill and organizational data sources.

### 45-Day Roll-Out Assistance

45-Day Roll-Out Assistance services help companies experience a smooth startup for a successful measurement process deployment. This service is provided at no cost to each organization at the time of their software purchase.

Included: Remote installation support initial product familiarization and deployment architecture guidance; planning for implementation services; advice and recommendations; implementation project review/audit.

Our 45-Day Roll-Out Assistance period ensures that you have the knowledge and resources you need to get up and running.

### Implementation Services

Implementation services are available to assist companies with specific deployment or business needs. These services may be purchased at any time, as part of the initial purchase or later as specific needs arise within your organization.

Take advantage of these services for:

- Turnkey deployment package / measurement program
- On-site installation and setup
- Tailoring indicators based on business needs
- Developing new integrations to custom or in-house data sources
- Adding product enhancements
- On-site mentoring

Our Implementation services provide companies with a way to optimize the use of their resources while taking advantage of Distributive Management's technical skills and measurement expertise to maximize their investment.

### Web-Based Training

Our collection of Web-Based Training (WBT) courses allows you to get the skills you need when you need them, anytime you are connected to the Internet. Our WBTs address the needs of managers and executives, demonstrating important concepts and reinforcing them with hands-on workshops.



Our Technical Support team provides you with the responsiveness and personal attention that solves problems quickly.



## Technical Support

Technical Support services are available when your users need answers to questions about using DataDrill. These services are provided to customers with an active Software Maintenance plan. From live web meetings to troubleshooting assistance, our Technical Support team provides you with the responsiveness and personal attention that solves problems quickly.

- 24x7 web-based access to interactive help desk and knowledge base
- Live phone and email support provided by technical professionals
- Automated issue tracking and notification
- Regular updates to documentation, samples and other resources
- Mechanisms for making enhancement requests and escalating critical issues
- Participation in customer focus groups and user webinars

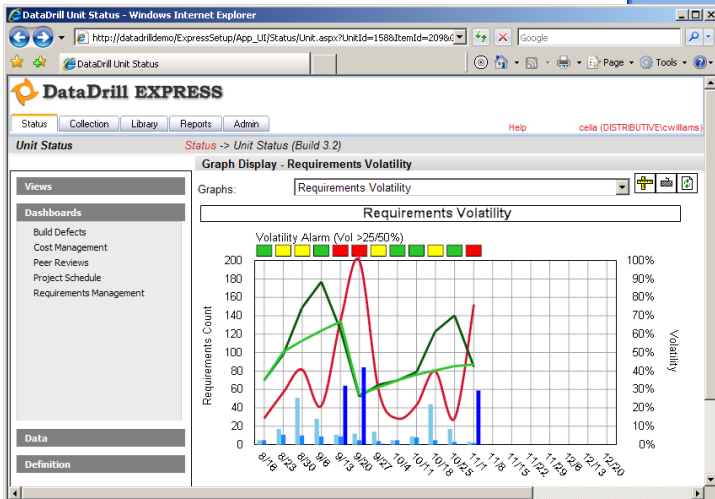
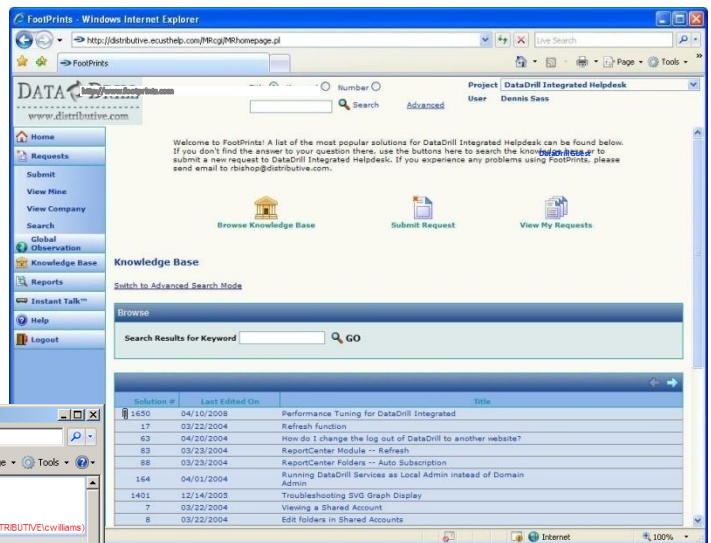
## Software Maintenance Plan

Take advantage of the latest enhancements to our software as soon as they're available! Our Software Maintenance plan entitles your company to receive major software upgrades released within the year of coverage, as well as unlimited Technical Support services. Software Maintenance Plans are provided on an annual basis, providing you with continuous support.

The first year's Software Maintenance Plan is included with each initial software purchase.

**Complete terms and conditions for Services are available on request.**

*Our Technical Support team answers your questions by phone and email. The dynamic, interactive DataDrill help desk and knowledge base assists users on-line 24/7.*



**Distributive Management**  
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*Avoid waste and delay. Our free 45-Day Roll-Out Assistance service ensures a smooth and speedy deployment.*

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