

Functional Solutions SUPPORT

Functional Solutions offers the following support to all maintenance customers:

- **FREE unlimited calls for ALL software related issues :- 1800 241 709**
- **Fax support :- 03 9569 4700**
- **E-mail support:- support@librarysolutions.com.au**

- **Guaranteed maximum of 4 hours Help Desk response time.**
- **Technotes on any requested procedure.**
- **Free Webinar Training to keep users, as well as new staff and part time assistants in their libraries, up to date with the software. Training sessions are organised by Functional Solutions support team**
- **Newsletters-**
- **All our upgrades are FREE and we provide a minimum of 1 upgrade a year**
- **FREE 24/7 training in the form of Video Tutorials and Recorded Webinar Training Sessions on www.librarysolutions.com.au**
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- **NO CHARGE for additional reporting request that will enhance the v-library application.**
- **NO CHARGE for additional functional requirements that will enhance the v-library application.**
- **Source code to ALL reports is provided to enable users to clone and write their own reports in Crystal Reports 2008.**
- **The v-Library database is totally OPEN to allow users to write their own reports in virtually any report writer of their choosing.**

- **Remote Server access support available**