

AND Professional Services: Maintenance & Support

Supported, advised, rest assured

AND continues to evolve. Enhancements, improved functionality and additional features take the latest technology advancements and network approaches into consideration.

AND Maintenance & Support protects your investment and ensures that your software remains up-to-date, allowing you to take advantage of new functions and features available with each new release.

Software is only as good as its stability and reliability. As part of the Maintenance & Support agreement we will provide you with the latest corrections and bug fixes.

AND Maintenance & Support gives you access to competent specialists who will respond promptly to your needs. Whether it is an initial software installation, day-to-day operations or software update, the AND team provides high-quality support each time you call on us.

AND Maintenance & Support includes:

- Direct access to experienced AND support specialists providing you with advice and remote analysis
- Software and documentation updates together with release notifications
- Technical bulletins
- Access to the AND Reporting System
- Timely problem resolution

Currently AND Solution provides 1 to 2 version releases a year, with each release containing new features as well as corrections and enhancements.

As part of the AND Maintenance & Support Agreement Customer is entitled but not obliged to take advantage of updates provided.

Further AND documents about our range of professional services include

- *GoLive / Solution delivery*
- *Consultancy*
- *Migration*
- *Training*