

## CANON SOLUTIONS AMERICA LASERFICHE SOFTWARE ASSURANCE PLANS (LSAP)

With the rapid pace of technology, it can be a major challenge to keep systems secure, efficient, and up-to-date. The Laserfiche Software Assurance Plan (LSAP) is an annual investment that provides you with comprehensive resources to meet this challenge successfully—and to maximize the return on Laserfiche investments.

**Included in the annual LSAP subscription, Canon Solutions America and Laserfiche provide the following services:**

- **Rapid-response technical support.** Canon Solutions America will promptly troubleshoot and resolve any issues that arise—before they impact operations or affect staff productivity.
- **The latest hotfixes, updates, and patches.** These critical items ensure that the Laserfiche system continues to operate at peak efficiency.
- **New releases.** Make sure your system stays current with the latest functionality. New releases of licensed products are included at no additional charge.
- **Online support resources.** Receive 24/7 access to the Laserfiche Support Site, where you'll find videos, guides, and detailed technical information to help optimize system performance and maximize uptime.
- **Comprehensive training.** Take advantage of numerous hands-on training opportunities—including Regional Training and the annual Laserfiche Empower Conference—where Laserfiche experts will demonstrate how to best use Laserfiche tools to increase productivity.
- **An easy path to growth.** As Laserfiche continues to expand the product suite, you can credit 100% of the purchase price of your current Laserfiche software toward any new product purchases.

## LSAP PACKAGE SUMMARY

|  | Avante Basic | Rio Basic | Premium |
|--|--------------|-----------|---------|
| New releases and product updates   | ✓            | ✓         | ✓       |
| Telephone support from Laserfiche engineers, through the Canon Solutions America Help Desk (call back within 24 hours) | ✓            | ✓         |         |
| Telephone support from Laserfiche engineers, through the Canon Solutions America Help Desk (call back within 4 hours)  |              |           | ✓       |
| 100% credit toward product updates   | ✓            | ✓         | ✓       |
| 24/7 access to Knowledge Base articles, discussion forums, and educational resources on the Support Site               | ✓            | ✓         | ✓       |
| Fast-track escalation for rapid resolution of urgent support cases   |              |           | ✓       |

**SMART CHANGE STARTS HERE.**

**1-800-815-4000 CSA.CANON.COM**