



# Broker's Ally™ Support Options

Scherrer Resources, Inc. develops Broker's Ally software and supports it with high quality, industry-standard services. The Client Services Group maintains an extensive database of customer information including your serial number, version number, name, company, address, assigned sales rep. and a description of your previous calls. In this way we can help your practice grow. Help us to help you! For further information call the Help Desk Technicians at 484-875-1705.

**Entry Level 1) Support Plus Pack-** The Support Plus Pack is designed for your long-term support needs. You should subscribe to this immediately at the time of purchase of Broker's Ally. The Support Plus Pack includes three features: **1)** 12 months of support on a special 800 number, **2)** fax back and e-mail support with 48 hour turnaround, and **3)** the e-newsletter of Broker's Ally. This can be purchased at any time by calling the Help Desk phone number (484-875-1705) and ordering it. Hours of support are 8:30 AM- 5 PM Eastern. All users should sign up on the Support Plus Pack.

<u>Annual Subscription</u>	Standard Level:	\$150	
	Gold Level	\$200	(NetworkGold: \$295 for 2 Network Callers)
	Portfolio Level	\$250	(Network Port: \$350 for 2 Network Callers)

**Level 2) Platinum Service Pack-** The Broker's Ally Platinum Service is our "premier", top-tier support service designed to assist daily users of Broker's Ally who need a higher level of support, especially those on networks. It includes 5 features to help your business by improving relationships with your clients, gathering more assets under your management, assisting you to do more trades, and in managing portfolios more effectively. The five features are **1)** annual software maintenance, **2)** access to our 800-line telephone Help Desk and e-mail at Support@BrokersAlly.com, **3)** 1 hour of telephone training, **4)** free Fax-back and e-mail question-answering service, and **5)** the Broker's Ally e-newsletter. All network users sign up.

<u>Annual Subscription</u>	Standard Level:	\$305	
	Gold Level	\$355	(Plus \$295 for each Network User)
	Portfolio Level	\$405	( " " " " " " )

**Level 3) Corporate Level Service Pack:** All corporate installation users should subscribe to this Corporate Level Service Pack. This premium services includes access to our technical and development team and includes specialized support for database schemas, alternative ODBC drivers and other high level support for only \$2995 per year.

**Free Fax Back and e-Mail Support-** Broker's Ally supports users with questions on a 24 hour open fax line with a 48 hour turnaround response time on 484-875-1704 and Support@BrokersAlly.com. This support is available for the life of the product for all users. Simply send in the following information and we will send back an answer:

- Your name and serial number; the version number of the Broker's Ally you are using from the diskettes
- The exact wording of any messages that appeared on your screen
- A description of what happened, what you were doing and how you tried to solve the problem.

**First Time Buyer Support and Upgrade Buyer Support-** First time buyers of new software and upgrades are entitled to 30 days FREE phone support. When you call, please provide your serial number, purchase date, version of software you are using, and description of problems. Hours of service are 8:30 AM-5 PM Eastern Standard.

**Per Incident Support-** Per incident support, also known as per call support, is intended as emergency support for software owners at 484-875-1705. The cost is \$25 per incident, plus \$1 per minute for a max charge of \$95. When you call, please have your charge card information available. We will waive the fee if the problem identified is a known software problem.

**Phone Training-** If you want a trained representative provide you with a learning experience in Broker's Ally, we offer telephone training for \$75 per hour by appointment. Please call 484-875-1710 to make an appointment.



*for Brokerage and Banking*

Scherrer Resources, Inc.

INFORMATION TECHNOLOGY SOLUTIONS

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*Ally Means Partner... your partner for success!*