



Development Support Plan

Overview & Options

The Development Support Plan provides for initial implementation of Adobe® Central Output Server (Central) and ongoing support and development. It is a prepaid plan that sets up a bank of hours that are used by you as needed.

Common Uses of Plan

Installation

ProTechnology is committed to helping customers make a smooth transition to Central. Plan members can connect to us via Microsoft NetMeeting and have a technical consultant work with them through their install. The consultant will help them to resolve any problems that may arise and ensure that they have a working knowledge of Central's server environment.

Development

ProTechnology works with customers according to their needs. Customers can develop Central applications with our help, or leave the development entirely to ProTechnology. Plan members can receive phone or email support on a wide range of issues from form design to preamble files.

Modifications to an existing system

As companies grow and change, their Central needs often change as well. ProTechnology is committed to helping customers make the most of their Central modifications. As a plan member, customers have ProTechnology there to help customize Central to their specific needs. Plan members can send us files to make changes to, or even receive knowledge transfer via email, phone, or netmeeting.

Troubleshooting

For companies designing their applications in house, ProTechnology can help ensure that things run smoothly. Customers can call us and connect to us via Microsoft NetMeeting to do remote troubleshooting and support.

Extended Support

For many customers, their problems are outside the scope of Adobe® Standard Support. ProTechnology is there to help you where standard support ends. Plan members with issues involving development of forms, preambles, or TDF files have ProTechnology there to help them with their needs.

Development Support Plan Pricing

Development Support Plan pricing is based upon the number of hours a customer buys at the time of purchase:

\$1,750 for 10 hours (\$175.00/hour)
\$3,250 for 20 hours (\$162.50/hour)
\$4,500 for 30 hours (\$150.00/hour)
\$5,500 for 40 hours (\$137.50/hour)
\$6,500 for 50 hours (\$130.00/hour)

You can also purchase less than 10 hours by using a credit card. The rate is \$195/hour. We will charge the actual amount of time spent on your project.

Note: There is a discount on the 10, 20, 30 and 40 hour blocks if you have purchased Adobe® Central Output Server software or a training class from ProTechnology. Call for pricing.

Note: The above pricing is for work done in our office that can be scheduled in advance. If you have emergency development support or want us to develop your applications in a rush, then there is a surcharge applied. For example, for development support that is scheduled in advance if we spend 1 hour, then 1 hour is deducted from the bank of hours. If it is an emergency, “drop what you are doing” kind of support, then anywhere from 1.25 to 1.75 hours would be deducted from the bank of hours for each hour. The surcharge would be determined based on the nature and timeframe of the emergency and we will inform you if you request falls into this category.

About ProTechnology Automation, Inc.™

ProTechnology Automation, Inc. (ProTechnology) is a leading provider of document generation, presentment and archiving technology. ProTechnology specializes in delivering solutions for Adobe server products including print and electronic documents as well as web output solutions.

ProTechnology™ defines and analyzes an organizations document generation issues and prides itself on always finding the right document management solution. ProTechnology™ is a customer driven company with in-depth knowledge of Adobe server technology. ProTechnology™ offers an exclusive combination of products including a flagship product - OutputDirector - which simplifies advanced multi-delivery options for document output including print, fax, email, PDF, web and/or archiving.

Founded in 1996, ProTechnology™ is located just north of Los Angeles in Simi Valley, California, and has offices located in San Jose, Reno/Tahoe, Phoenix, St. Louis and Chicago. ProTechnology's phone number is 805 527 1248. ProTechnology's fax number is 805 527 6681 and the company's website is www.protechinc.com.



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