



# World-Class Customer Support, Locally!

Try it before you buy it (free trial offer, no obligation)

## Standard Support Service

### Includes:

- ✓ Support desk service from 8 am to 5 pm EST on business days (excluding CDN statutory holidays)
- ✓ Access to license software events
- ✓ Periodic updates
- ✓ Maintenance releases and upgrades to general releases
- ✓ Remote diagnostic capabilities
- ✓ Remote monitoring and debugging
- ✓ All services offered by IBM but delivered by Createch

## Extended Support Service

### Includes:

- ✓ Help desk service from 8 am to 5 pm EST on business days (excluding CDN statutory holidays)
- ✓ 24x7 on call support for priority one issues
- ✓ Re-set passwords / Admin
- ✓ Modification of user security and simple configuration
- ✓ End user education (less than 30 min.)
- ✓ Application performance tuning
- ✓ Application of fixes, patches and updates to test the production environment
- ✓ Restarting, re-building and re-deploying MAXIMO EAR files
- ✓ Annual site visit

## IBM Tivoli Support Provider

The Createch Group is an IBM Tivoli support provider. When you use Createch's service, you get all the benefits of the IBM Support Agreement including:

- ✓ Access to MAXIMO Internet support including the knowledge base
- ✓ Technical alerts and bulletins
- ✓ Access to product upgrade information
- ✓ Defect listing by product updates
- ✓ Access to developer works forum

## Special Offer

Expires on December 31, 2011

This coupon entitles your company to  
three (3) FREE support calls

SPO01

Please contact us using one of the avenues below quoting special promotion code.

### SUPPORT CENTER

TELEPHONE: 905 777-8171 (press 1 for English, 3 for French)

FAX: 905 777-0132

EMAIL : support@thecreatechgroup.com

WEBSITE : www.thecreatechgroup.com

At The Createch Group, we strive to be a center of excellence and your feedback is imperative to our success. Please send us your comments once you have used this offer!

Offer valid to:

- ✓ Maximo clients using other support service provider
- ✓ Clients using The Createch Group support service looking for more than just application support

The Createch Group support team is dedicated to providing customers with the best support service in the industry. It is **our business** to know **your business** in order to effectively manage your support requests.

Furthermore, Createch's support service group resides in the same office as our professional services team providing easy access to their extensive experience with MAXIMO solutions and, more specifically, to their in-depth knowledge of our clients.

Thanks to Createch's excellent partnership with IBM, we won't hesitate to work with IBM to resolve a problem that requires the supplier's special attention.

Take advantage of this offer today and experience our proven support service! Our professionalism will certainly convince you to switch to our annual support service or, if you are a current client, to benefit from the extended support offer.

**The Createch Group**  
A MEMBER OF THE BCE FAMILY



**AAA Tivoli Accreditation**

IBM Certified Support Associate



### Terms and Conditions:

Three (3) free calls per company, not per person. The three (3) calls translate to assistance with three (3) issues/questions.