

# Autotrack On Demand Delivery Order Note Maintenance



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Updates are required from time to time to address compatibility and or/third party software changes, e.g., monthly Microsoft Windows updates, and in order to continue to operate we need to update our code or They are made to enhance features to our current versions of the software; or They are made because there are issues with our software running in your environment (we cannot test all environments or configurations). When you have a maintenance agreement, you will get and instant access to the latest product versions, updates, enhancements and fixes on the latest software update. Benefit from email, web chat and phone support. Autotrack offers global support to ensure you face minimal downtime and your problems are addressed as soon as possible by qualified and experienced support

representatives. We want our customers to succeed and we are aware that the introduction of new technology is difficult. Therefore, Autotrack is not only available for support type questions but also to give implementation advice to assure customers that their introduction to new technologies will be a smooth process and a complete success. Some companies' support only includes phone or email contact and an additional charge for upgrades. Autotrack maintenance is an all inclusive cost: from phone support, webchat and email to code fixes, new versions (which will include new features) and new releases (which address minor issues). Autotrack Support Agreement is a small insurance policy to pay to protect your company's data and or infrastructure.

