

*Quality customer support is the hallmark of Best Software®. And with SupportPlus for Abra Suite®, it begins on day one. From the moment your membership begins, you're entitled to a unique array of privileges, discounts and value-added benefits. You'll be the first to receive software updates, plus expert answers to your questions, newsletters to keep you up to date, substantial discounts on new products, and much more!*

### **Expert, Toll-Free Phone Support When You Need It**

Top quality support from Abra's Technical Support is just a toll-free call away. Our team of experts is dedicated to providing you with fast, responsive telephone support, Monday through Friday from 8 a.m. to 8 p.m. (EST).

What's more, a number of Abra's Technical Support experts are certified by the American Payroll Association as Certified Payroll Professionals (CPP).

### **24-Hour Access to Abra SupportPlus Online**

Abra SupportPlus Online is an invaluable online resource available exclusively for SupportPlus members through Best Software's web site. Instantly download the latest product updates. You can also join in a Discussion Forum with other professionals, get the latest information on the newest products, training workshops, and more!

### **Abra Solution Center**

The Abra Solution Center is a self-service technical support resource. Located in SupportPlus Online, the Solution Center gives you direct

access to a wide range of Abra technical information. All you have to do is enter a description of your desired topic or area of concern and our online knowledge base will provide the solutions fast.

### **Quick and Convenient Electronic Services**

With Abra SupportPlus, you can send technical questions and backup documentation to Technical Support via fax or email. A Technical Support Representative will respond with the information you need.

You can also access the Fax-on-Demand service, seven days a week, 24-hours a day. At the touch of a button, get timely product information faxed to you when you need it.

### **System Enhancements and Updates Delivered Automatically**

You'll receive fast, automatic delivery of important new releases that provide enhancements and updates to your software. This valuable service ensures you receive all the benefits and advantages of the most recent software release.

### **Tax Updates Delivered Each Quarter**

You'll benefit from timely delivery of quarterly and year-end tax updates for your Abra Payroll® software. You can be sure that Best Software will automatically keep your software up-to-date for you.

### **Special Discounts on Abra Products**

Your Abra SupportPlus membership entitles you to special money-saving discounts on Abra products.

### **Keep Up-to-Date with Free Newsletter Subscriptions**

You'll receive a free subscription to *Abra Talk*, the electronic newsletter (available only via email) exclusively for Abra SupportPlus members. Get the latest insights on human resources and payroll, plus tips for getting more out of your software.

You can also subscribe to TechFlash, an electronic newsletter that highlights useful technical and product information—such as troubleshooting tips, answers to frequently asked questions, updates available for download, and other technical matters that are posted in

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the Abra SupportPlus Online web site—with links that will connect you directly to the site. Register online for Tech Flash in the SupportPlus Online web site today!

### Additional Services and Training\*

#### Professional Services

Need your Best Software solution implemented fast, but don't have the time or resources to spare? Authorized Consultants are available to perform: Installation & Implementation Services, Data Conversion Services, Custom Report Writing Services, and Abra Product Upgrade Services.

#### Abra Training

Get up to speed fast on your new Abra solution by attending one of our in-depth training workshops, held at convenient locations nationwide. On-site training is also available to get your entire staff trained on your Abra solution—right in your office.

\* Costs associated with professional services and training are not included in Abra SupportPlus.

### The **Abra** Suite<sup>®</sup> family includes:

- Abra HR<sup>®</sup>
- Abra Payroll<sup>®</sup>
- Abra Train<sup>®</sup>
- Abra Recruiting Solution<sup>™</sup>
- Abra Org Chart<sup>™</sup>
- Abra Attendance<sup>®</sup>
- Abra Alerts<sup>™</sup>
- Abra Employee Self Service<sup>™</sup>



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