



The following documentation is an electronically-submitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at wvOASIS.gov. As part of the State of West Virginia's procurement process, and to maintain the transparency of the bid-opening process, this documentation submitted online is publicly posted by the West Virginia Purchasing Division at WVPurchasing.gov with any other vendor responses to this solicitation submitted to the Purchasing Division in hard copy format.

Header 2

General Information

Contact

Default Values

Discount

Document Information

Procurement Folder: 632858

Procurement Type: Central Contract - Fixed Amt

Vendor ID: 000000210166

Legal Name: KOMAX LLC

Alias/DBA:

Total Bid: \$241,828.00

Response Date: 10/29/2019

Response Time: 13:28

SO Doc Code: CRFQ

SO Dept: 0225

SO Doc ID: PE2000000002

Published Date: 10/18/19

Close Date: 10/29/19

Close Time: 13:30

Status: Closed

Solicitation Description: Addendum No. 3 IMAGING SYSTEM

Total of Header Attachments: 2

Total of All Attachments: 2

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Scanning System Software + Yr 1 Maintenance/Support				\$17,000.00

Comm Code	Manufacturer	Specification	Model #
43230000			

Extended Description :	Scanning System Software + Yr 1 Maintenance/Support
-------------------------------	---

Comments: Bidding Ademero Content Central and Capture Point Software.
40 Concurrent User License

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	Image Management Software + Yr 1 Maintenance/Support				\$51,220.00

Comm Code	Manufacturer	Specification	Model #
43230000			

Extended Description :	Image Management Software + Yr 1 Maintenance/Support
-------------------------------	--

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	Implementation				\$24,900.00

Comm Code	Manufacturer	Specification	Model #
43230000			

Extended Description :	Implementation
-------------------------------	----------------

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
4	Scanning System Software Maintenance - Yr 2				\$8,000.00

Comm Code	Manufacturer	Specification	Model #
43230000			

Extended Description :	Scanning System Software Maintenance - Yr 2
-------------------------------	---

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
5	Scanning System Software Maintenance - Yr 3				\$8,000.00

Comm Code	Manufacturer	Specification	Model #
43230000			

Extended Description :	Scanning System Software Maintenance - Yr 3
-------------------------------	---

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
6	Scanning System Software Maintenance - Yr 4				\$8,000.00

Comm Code	Manufacturer	Specification	Model #
43230000			

Extended Description :	Scanning System Software Maintenance - Yr 4
-------------------------------	---

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
7	Scanning System Software Maintenance - Yr 5				\$8,000.00

Comm Code	Manufacturer	Specification	Model #
43230000			

Extended Description :	Scanning System Software Maintenance - Yr 5
-------------------------------	---

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
8	Scanning System Software Maintenance - 1st Optional Renewal				\$8,000.00

Comm Code	Manufacturer	Specification	Model #
43230000			

Extended Description :	Year 6- First Optional Renewal
-------------------------------	--------------------------------

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
9	Scanning System Software Maintenance - 2nd Optional				\$8,000.00

Comm Code	Manufacturer	Specification	Model #
43230000			

Extended Description : Year 7- Second Optional Renewal

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
10	Scanning System Software Maintenance -3rd Optional Renewal				\$8,000.00

Comm Code	Manufacturer	Specification	Model #
43230000			

Extended Description : Year 8- Third optional renewal

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
11	Image Management Software Maintenance - Yr 2				\$13,244.00

Comm Code	Manufacturer	Specification	Model #
43230000			

Extended Description : Image Management Software Maintenance - Yr 2

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
12	Image Management Software Maintenance - Yr 3				\$13,244.00

Comm Code	Manufacturer	Specification	Model #
43230000			

Extended Description : Image Management Software Maintenance - Yr 3

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
13	Image Management Software Maintenance - Yr 4				\$13,244.00

Comm Code	Manufacturer	Specification	Model #
43230000			

Extended Description : Image Management Software Maintenance - Yr 4

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
14	Image Management Software Maintenance - Yr 5				\$13,244.00

Comm Code	Manufacturer	Specification	Model #
43230000			

Extended Description : Image Management Software Maintenance - Yr 5

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
15	Image Management Software Maintenance - 1st Optional Renewal				\$13,244.00

Comm Code	Manufacturer	Specification	Model #
43230000			

Extended Description : Year 6- First Optional I Renewal

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
16	Image Management Software Maintenance - 2nd optional Renwal				\$13,244.00

Comm Code	Manufacturer	Specification	Model #
43230000			

Extended Description : Year 7- Second Optional Renewal

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
17	Image Management Software Maintenance - 3rd Optional Renewal				\$13,244.00

Comm Code	Manufacturer	Specification	Model #
43230000			

Extended Description :	Year 8- Third Optional Renewal
-------------------------------	--------------------------------

STATE OF WEST VIRGINIA
Purchasing Division

PURCHASING AFFIDAVIT

CONSTRUCTION CONTRACTS: Under W. Va. Code § 5-22-1(i), the contracting public entity shall not award a construction contract to any bidder that is known to be in default on any monetary obligation owed to the state or a political subdivision of the state, including, but not limited to, obligations related to payroll taxes, property taxes, sales and use taxes, fire service fees, or other fines or fees.

ALL CONTRACTS: Under W. Va. Code §5A-3-10a, no contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and: (1) the debt owed is an amount greater than one thousand dollars in the aggregate; or (2) the debtor is in employer default.

EXCEPTION: The prohibition listed above does not apply where a vendor has contested any tax administered pursuant to chapter eleven of the W. Va. Code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

DEFINITIONS:

"Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"Employer default" means having an outstanding balance or liability to the old fund or to the uninsured employers' fund or being in policy default, as defined in W. Va. Code § 23-2c-2, failure to maintain mandatory workers' compensation coverage, or failure to fully meet its obligations as a workers' compensation self-insured employer. An employer is not in employer default if it has entered into a repayment agreement with the Insurance Commissioner and remains in compliance with the obligations under the repayment agreement.

"Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceeds five percent of the total contract amount.

AFFIRMATION: By signing this form, the vendor's authorized signer affirms and acknowledges under penalty of law for false swearing (W. Va. Code §61-5-3) that: (1) for construction contracts, the vendor is not in default on any monetary obligation owed to the state or a political subdivision of the state, and (2) for all other contracts, that neither vendor nor any related party owe a debt as defined above and that neither vendor nor any related party are in employer default as defined above, unless the debt or employer default is permitted under the exception above.

WITNESS THE FOLLOWING SIGNATURE:

Vendor's Name: Komax LLC

Authorized Signature: *David Humphrey* Date: 10-29-19

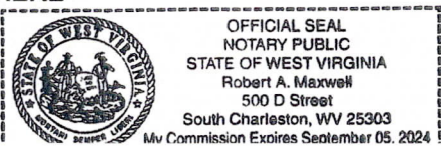
State of West Virginia

County of Kanawha, to-wit:

Taken, subscribed, and sworn to before me this 29th day of October, 2019.

My Commission expires September 5, 2024.

AFFIX SEAL HERE



NOTARY PUBLIC *Robert A Maxwell*

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: PEI2000000002

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:

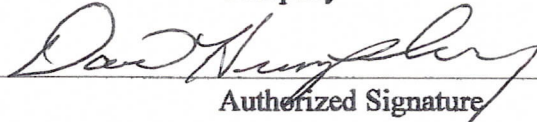
(Check the box next to each addendum received)

- | | |
|--|--|
| <input checked="" type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6 |
| <input checked="" type="checkbox"/> Addendum No. 2 | <input type="checkbox"/> Addendum No. 7 |
| <input checked="" type="checkbox"/> Addendum No. 3 | <input type="checkbox"/> Addendum No. 8 |
| <input type="checkbox"/> Addendum No. 4 | <input type="checkbox"/> Addendum No. 9 |
| <input type="checkbox"/> Addendum No. 5 | <input type="checkbox"/> Addendum No. 10 |

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Komax, LLC

Company




Authorized Signature

10-29-19

Date

NOTE: This addendum acknowledgment should be submitted with the bid to expedite document processing.

DESIGNATED CONTACT: Vendor appoints the individual identified in this Section as the Contract Administrator and the initial point of contact for matters relating to this Contract.



(Name, Title)
David Humphrey - State Contracts Manager

(Printed Name and Title)
500 D ST South Charleston WV 25303

(Address)
304-744-7440 / 304-744-7450

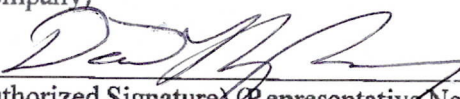
(Phone Number) / (Fax Number)
dhumphrey@komaxwv.com

(email address)

CERTIFICATION AND SIGNATURE: By signing below, or submitting documentation through wvOASIS, I certify that I have reviewed this Solicitation in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or proposal for review and consideration; that I am authorized by the vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

Komax LLC

(Company)



(Authorized Signature) (Representative Name, Title)

David Humphrey - State Contracts Manager

(Printed Name and Title of Authorized Representative)

10/29/19

(Date)

304-744-7440 / 304-744-7450

(Phone Number) (Fax Number)

REQUEST FOR QUOTATION
[Imaging System]

10. VENDOR DEFAULT:

10.1. The following shall be considered a vendor default under this Contract.

10.1.1 Failure to perform Contract Services in accordance with the requirements contained herein.

10.1.2 Failure to comply with other specifications and requirements contained herein.

10.1.3 Failure to comply with any laws, rules, and ordinances applicable to the Contract Services provided under this Contract.

10.1.4 Failure to remedy deficient performance upon request.

10.2 The following remedies shall be available to Agency upon default.

10.2.1 Cancellation of the Contract.

10.2.2 Cancellation of one or more release orders issued under this Contract.

10.2.3 Any other remedies available in law or equity.

11. MISCELLANEOUS:

11.1 **Contract Manager:** During its performance of this Contract, Vendor must designate and maintain a primary contract manager responsible for overseeing Vendor's responsibilities under this Contract. The Contract manager must be available during normal business hours to address any customer service or other issues related to this Contract. Vendor should list its Contract manager and his or her contact information below.

Contract Manager: David Humphrey - State Contracts Manager

Telephone Number: 304-744-7440

Fax Number: 304-744-7450

Email Address: dhumphrey@komaxwv.com

ADEMERO SYSTEM REQUIREMENTS

Minimum System Requirements for Workstations

Software:

Microsoft® Windows® Vista; or
Mac® OS X
Microsoft Internet Explorer 11; or
Mozilla Firefox® 15; or
Google Chrome® 20
Sun Microsystems® Java™ JRE 6.0 or higher

Hardware:

2GHz processor
2GB RAM

Recommended System Requirements for Workstations

Software:

Microsoft® Windows® 7 or higher; or
Mac® OS X
Microsoft Internet Explorer 11; or
Mozilla Firefox® 30; or
Google Chrome® 35
Sun Microsystems® Java™ JRE 6.0 or higher

Hardware:

2.5GHz dual-core processor
4GB RAM

Minimum System Requirements for Servers

Software:

Microsoft® Windows® Server 2008
Microsoft Internet Information Services (IIS) 7.0 or higher
Microsoft .NET Framework 4

Hardware:

2GHz quad-core processor
4GB RAM
100GB redundant (backed-up) storage space

Recommended System Requirements for Servers

Software:

Microsoft® Windows® Server 2012
Microsoft Internet Information Services (IIS) 8.0 or higher
Microsoft .NET Framework 4.5

Hardware:

Quad-Core Intel® Xeon® Processors
8GB RAM
250GB redundant storage space





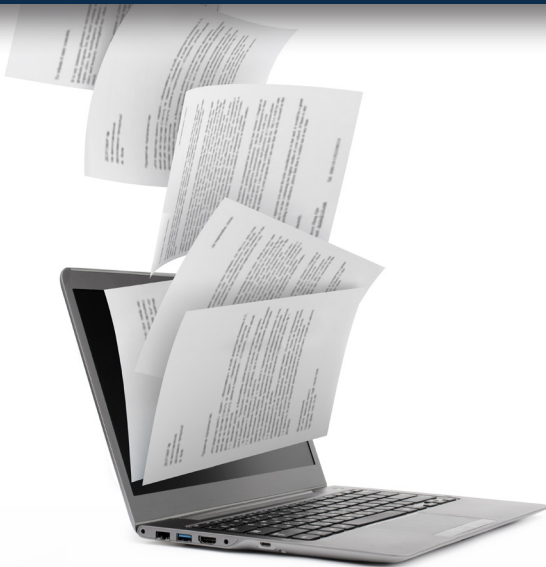
CapturePoint™

DOWNLOAD FOR FREE

AND GET 1,000 FREE IMAGES TO
SEE THE POWER FIRST HAND!

POWERFUL, SIMPLE, AND
NO COST TO GET STARTED

DOWNLOAD NOW



INTELLIGENT CLASSIFICATION AND INDEXING

IDENTIFYING TYPES OF DOCUMENTS, PROCESSING, & ROUTING

Once CapturePoint identifies the type of document it can be instructed to search the page for an invoice or PO number, vendor information, or even amounts and totals. Intelligent Indexing eliminates the most time-intensive step in scanning your business documents and does it with higher accuracy.

TOTAL AUTOMATION

POWERFUL FEATURES THAT WILL SAVE YOUR
BUSINESS TIME & MONEY

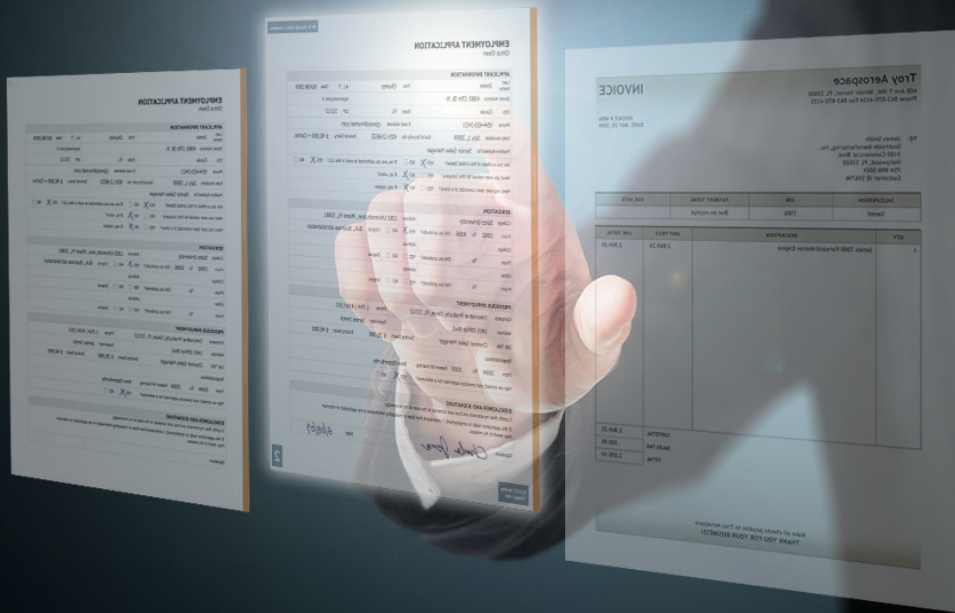
DOCUMENT TYPE RECOGNITION

AUTOMATICALLY CLASSIFY AND ROUTE YOUR DOCUMENTS

CapturePoint begins by automatically classifying your documents. It understands the difference between an invoice or a PO. It can also identify vendor invoice A from vendor invoice B to accurately sort, process, and route them intelligently without human interaction.

HAVE MORE QUESTIONS?
VISIT WWW.ADEMERO.COM FOR MORE INFO





Frontage
Freight

Invoice
6684

Due Date
11/24/2014

Amount
\$1212.31

POWERFUL, SIMPLE, AND
NO COST TO GET STARTED

DOWNLOAD NOW



TOUCH INTERFACE

NAVIGATE, INDEX, AND MORE WITH A SIMPLE TOUCH



CONFIDENCE SCORES

WHENEVER THERE'S A QUESTION CAPTUREPOINT FLAGS THE
DATA SO YOU CAN VERIFY FOR 100% ACCURACY



HANDWRITING RECOGNITION

CAPTUREPOINT CAN READ AND UNDERSTAND HANDWRITING
FOR EVEN BETTER AUTOMATION OF YOUR DOCUMENTS

WORLD CLASS OCR

CAPTUREPOINT'S OPTICAL CHARACTER RECOGNITION (OCR)

Scanning is not an exact science, which is why CapturePoint uses a world-renowned OCR engine to process paper documents. It knows when a page is upside down, sideways - or slightly skewed. It reads the text and turns the document from a picture document into a fully text-searchable one.



HAVE MORE QUESTIONS?
VISIT WWW.ADEMERO.COM FOR MORE INFO



Content central

DOCUMENT MANAGEMENT SOFTWARE

CAPTURE, ACCESS, EDIT, MANAGE, AND STORE YOUR DOCUMENTS FROM THE CONVENIENCE OF A WEB BROWSER

FEATURES



BROWSER
BASED



SECURITY



APPROVAL
PROCESSING

REQUEST A
PERSONALIZED
DEMO **TODAY!**



APPROVAL PROCESSING

MANAGE THE STAGES OF A DOCUMENT'S LIFE CYCLE BY AUTOMATICALLY MOVING THEM ALONG WORKFLOW PATHS YOU DEFINE.

ADMINISTRATION

MANAGE USER AND GROUP PERMISSIONS, VIEW DOCUMENTS AT ALL STAGES THEN APPROVE, REJECT, AND REMOVE ANY DOCUMENTS IN VIEW.



SECURITY

CONTENT CENTRAL KEEPS YOUR INFORMATION SECURE. AN EMBEDDED SYSTEM-EVENT VIEWER LETS ADMINISTRATORS AUDIT ACTIONS TAKEN BY ANY USER, INCLUDING CONNECTIONS, SEARCHES, VIEWS, EDITS, AND MORE.

SIMPLE | FLEXIBLE | POWERFUL

Installed at your office or on the cloud, Content Central's browser-based application features quick deployment, controlled & logged access, and remote connectivity. Best of all, every feature is included in one non-modular price.



HAVE MORE QUESTIONS?
VISIT WWW.ADEMERO.COM FOR MORE INFO



Content central

DOCUMENT MANAGEMENT SOFTWARE

EXPERIENCE THE MOST POWERFUL WORKFLOW ENGINE ON THE PLANET

FEATURES



WORKFLOW



SEARCH &
RETRIEVAL



INTEGRATION

ENDLESS POSSIBILITIES



MOBILITY CONTENT ON-THE-GO

ACCESS AND APPROVE YOUR DOCUMENTS FROM YOUR MOBILE DEVICE WITH CONTENT CENTRAL ANYWHERE, ANYTIME.

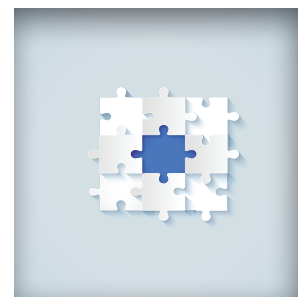
SEARCH & RETRIEVAL

FULL-TEXT, DATE-RANGE, FIELD-BASED OR METADATA SEARCH FOR YOUR FILES EASILY IN CONTENT CENTRAL OR JUST BROWSE VIA FOLDERS TO QUICKLY LOCATE DOCUMENTS.



INTEGRATION CONNECTING APPLICATIONS

CONTENT CENTRAL INTEGRATES WITH MANY SOFTWARE PACKAGES INCLUDING QUICKBOOKS, AS400, SAGE/MAS, MS DYNAMICS, SALESFORCE AND MORE.



ENTERPRISE WORKFLOW ENGINE

No matter what you want to accomplish with your documents, Content Central's workflow engine will fly through it. Automatically send email notifications, generate weekly reports, or even call the boss's cell phone when an important contract is waiting for his approval.

The possibilities are endless.

HAVE MORE QUESTIONS?
VISIT WWW.ADEMERO.COM FOR MORE INFO





Server Platform

Microsoft® Windows®
Internet Information Services (IIS)
.NET Framework
Microsoft SQL Server (*bundled with a free version*)
SSL Compatible

Client Platform Compatibility

Microsoft® Windows®
Apple® Macintosh®
UNIX/Linux
Microsoft Internet Explorer®
Mozilla Firefox®
Microsoft Office®
Google® Android
Apple® iOS

Plugin Compatibility

Adobe® Acrobat Reader®
Nitro PDF®
PDF XChange® by Tracker Software Products
Brava!® by Informative Graphics®
QuickViewPlus® by AvantStar
qPDF Notes™ by Qoppa Software

System and Security

Fully Browser Based
Web-Based Capable
Mobile Site
Folder & File Building (uses metadata)
Document-Type Security
Document Permissions (*View, Edit, Add, Delete, etc.*)
Logging & Event Viewer (audit trail)
Designated Folder for Deleted Content
Internal Messaging System
External Messaging via E-mail
Administration Console
Configurable Session Timeout



- Upgradable Licensing
- Unlimited Catalog Creation
- Unlimited Document-Type Creation
- Unlimited Group Creation
- Unlimited User Creation
- Active Directory Integration
- Customizable User Interface / Theme Creation
- Document-Type Administrator Permission
- Batch Catalog Creation

Capture

- Paper Capture from TIFF
- Paper Capture from JPEG
- Paper Capture from PDF
- Paper Capture to PDF
- Electronic File Capture (any file type)
- Drag & Drop Capture
- Single-Document Capture (one-touch scanning)
- Batch Document Capture
- Fixed-Page Batch Document Capture
- Barcoding for Batch Processing (fax capable)
- Scan-to-Browser, Scan-to-Web
- TWAIN Compliant
- Image Review Tools (*Zoom, Rotate, Rearrange, Delete*)
- Wide-Format/Large-Format Compatible
- Scan Routing (user or catalog queue)
- Imports Existing Files (any file type)
- Optical Character Recognition (OCR)
- OCR for Existing PDFs
- Positional OCR (for PDF Highlighting)
- Multi-Language OCR
- Zonal OCR (for automating field input)
- Zonal Barcode Recognition
- Automatic Rotation
- Document Creation via PDF/XFA Forms
- E-mail Capture



ODBC Integration (for automating field input)

Capture Content using XML Descriptor

Microsoft Office Integration

Coding (Indexing, Data Entry)

Pre-Capture Coding

Post-Capture Coding

Versatile Coding (combined pre & post)

OCR-Only Capture

Document Coding Queue/Inbox

Drag-and-Drop OCR Coding

Field Types: Text, Numeric, Date

Field Masks (e.g., Phone, SSN, Custom)

Drop-Down Field-Choice Lists

AutoComplete/TypeAhead

Coding-Field Ordering

Off-Site/Remote Coding Capable

ODBC / External Data Source Integration

Searching and Retrieval

Full-Text Searching

Document Properties Searching (*field searching*)

Filename Searching

Proximity Searching

Wildcard Searching

Stemming

Advanced Search Syntax

Adds to Search Providers (Internet Explorer, Firefox)

Search All Catalogs

Search-Field Ordering

Drop-Down Field-Choice Lists

AutoComplete/TypeAhead

Sort Results

Group Results

Save Results

Document Status Indicators (e.g., checked out)

Thumbnail Support for Image-Based Documents



PDF Streaming for Network Performance
Display PDFs in Browser
Display MS Office in Browser
Download Documents
Zip & Download Documents
E-mail Documents
Fax Documents (using RelayFax®)
Catalog Browser (browser-based file explorer)
Search by Packet (Document Group)

Management

Annotation Markup with PDFs
Approval Processes
Workflow Rules / Automation
External Application Processing
Work Queue / Collaboration
Message (E-mail) Templates
One-Click Document Editing
Packets / Document Grouping
Retention-Policy Management
Report Generator
Document Versioning / Version Control
Revision History
Check Out / Check In
User Dashboard
Update Properties (metadata/fields)
Append to Document
Replace Document
Copy Documents
Move Documents
Delete Documents

Support

In-Product Live-Chat Support
In-Product, Contextual Help Documentation
Printable Documentation
Available 24/7/365 Voice/E-mail/Chat Support



30-Day Money-Back Guarantee
Free First-Year Support & Upgrades



Ademero

s o f t w a r e

Ademero understands the importance of a well-supported product. Our maintenance plan provides annual support services and maintenance services as listed below. Should you need assistance, fully-qualified support technicians are available to you 365 days a year. Software updates including new features, performance enhancements and bug fixes will be provided to you free of charge with this annual maintenance plan.



Telephone Hotline



Live Web Chat
(Integrated in Content Central)



24|7|365 Support



Web Site
Knowledge Base
(FAQ)



E-mail Address

Maintenance Services

Software Updates

Includes Product Enhancements, Documentation Updates, and Bug Fixes. Updates keep you current with new hardware and OS releases.

Product Enhancements

New features, enhanced existing features, and performance improvements.

Documentation Updates

All software changes/additions will be addressed with new documentation.

Bug Fixes

Issues will be resolved and included in all software updates.



A Maintenance Plan Keeps You Operational All Year Long!

Visit our web site at www.ademero.com or call us at 863-937-0272 for more information.