'We can be fixing your problem in less than 10 seconds.'

We enjoy saying those words almost as much as panicked users of crashed database applications enjoy hearing them. We created our **Business Application Support** service so that we could say those words much more often.

When it comes to database-driven business applications, there are three immutable facts:

1. Nothing empowers an organization like the speed and power of a database.

2. If neglected, every database application will eventually fail.

3. Database expertise is prohibitively expensive to staff, so most applications are unsupported.

We saw a crystal-clear need for fast and comprehensive emergency database application support.

Our Business Application Support service framework enables us to keep expert database engineers, senior administrators and senior programmers available to respond to urgent needs. To address the need for speed, we ensure that our database experts are adept at remote diagnostic and repair work, meaning they can be "on the job" repairing your application or system literally seconds after your call.

With our service, you confidently know that support for your business-critical database application is just a phone call away. Regardless of your industry or field—biosciences, pharmaceuticals, healthcare, finance, sales, engineering—we have the expertise required to get your application going again. We've done it hundreds of times.

For example …

> *… when a database suddenly and inexplicably failed, leaving a 30-member team of scientists at a renowned bioscience organization stopped cold at a critical juncture in an important project, we had the team fully back to work* **in less than one hour.**

> *… when a high-performing sales team's day ended early thanks to multiple failures in its forecasting and CRM application, we had the system back to normal before the sales team began work the next morning.*

Our pledge is to provide you affordable, comprehensive coverage for the business applications essential to your organization. You can put this service at your fingertips right now. Call or write us, or you can sign-up online at **www.help4access.com/business-application-support.html**.

Sasha Froyland,
FOUNDER & CEO,
HELP4ACCESS, INC.

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Help4Access™
Database Consulting and Custom Design

BUSINESS APPLICATION SUPPORT

This service offers remote, same-day support for business-critical database applications and systems.

We offer our Business Application Support service through pre-paid annual contracts for specified time-blocks (4-hour minimum.)

In addition to emergency repairs, service time can include scheduled maintenance; upgrade management, bug fixes, enhancements, training, design analysis and consultations.

Contract terms include:

► Same-day emergency support availability, usually immediate, but always within 24 hours of call.

► Flat-rate $150 an hour with purchase of 4-hour minimum service coverage.

► Guaranteed emergency availability requires pre-paid contract. (Non-contractual emergency response rates may be higher).

► Service time blocks are active and available for 12 months after invoice payment.

► Service time may be used for consultation, training, design enhancements, maintenance and upgrade management.

Help4Access, Inc.

604 Mission Street,
San Francisco, CA 94105 USA

CALL TOLL-FREE
(855) 484-3435

www.help4access.com

Info@help4access.com

Note: Prices subject to change without notice.