

Providing the support and expertise to help you solve complex problems.



## Enhanced Support Services from Remsoft

To deal with today's dynamic, fast-paced business environment it is critical that you have access to solutions that enhance your decision-making abilities. Woodstock models are a key tool in decision support and keeping them current and relevant can be challenging.

Remsoft's Enhanced Support Service provides you with a level of support that goes beyond that covered by Annual Maintenance and Support. This service is designed to give you the right mix of support and expertise to help you keep pace.

## Maximize Value from Your Remsoft Technology

In addition to assisting with making model updates or changes, our Enhanced Support Service can help with a range of complex issues. These issues might include implementing the latest software features offered by Remsoft, troubleshooting infeasibilities, or interpreting model behavior. If there's one thing we understand, it's that an unexpected or counter-intuitive result needs to be examined in detail before being recommended or adopted.

Remsoft Analysts understand that every organization is unique. Whether your needs are simple or complex, our Enhanced Support Service will help you maximize the value of your Remsoft technology so you can make more effective decisions in less time.

### THE ENHANCED SUPPORT SERVICE PROVIDES ASSISTANCE TO:

- Make changes to your model
- Make additions to your model
- Troubleshoot/resolve infeasibilities
- Answer in-depth questions relating to model formulations
- Validate model behaviour
- Address resource bottlenecks by performing model runs
- Implement the latest features

Remsoft's Enhanced Support Service is structured as a pre-purchased package of time. As support hours are used, they will be drawn down from the running total.