



Upgrade Assistance

We're here to lend you a helping hand.

Your two-hour time block includes:

- Scheduled call with assigned technician
- On a single workstation and your server, a technician will upgrade your access to all the latest features to help you save time and money, including:
 - E-automate
 - E-agent
 - E-info
 - RemoteTech
 - ESN
 - Digital Quote Manager
 - Digital Barcode
 - Digital Analytics
 - Partner Integration Portal
 - MobileTech Server Updates
- License key update
- No support incidents used

Support time block does NOT include:

- Updates to custom reports or features
- Training on new features
- Installation of SQL
- Configuration of public access website products (e-info, RemoteTech)
- Installation of any prerequisite (example: .net framework, MS Office, IIS web services)
- Configuration of third-party integrations

Details:

- Available start time options: 10am, 2pm, or 3pm (MST)

NOTE: After-hour (after 5pm MST, weekends, and holidays) time blocks are available at an increased rate. This offer is limited to one server upgrade and two database upgrades. Two or more servers OR three or more database upgrades require additional time and subject to a fee. Moving MobileTech to new servers is not included.

Contact us today to learn more.

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