



271 Mill Road  
 Quorum Office Park  
 Chelmsford MA 01824-4105

Invoice	Q6979
Date	7/9/2013
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**Bill To:**

Madison County Board of Supervisors  
 Shelton Vance  
 146 W Center St  
 Canton MS 39046

**Ship To:**

Madison County Board of Supervisors  
 Shelton Vance  
 146 W Center St  
 Canton MS 39046

**End-user:**

Purchase Order No.	Customer ID	Salesperson ID	Shipping Method	Payment Terms	Req Ship Date	Master No.
RENEWAL	MAD0900	MAINTENANCE	FED EX GROUND	Net 30	0/0/0000	32,188
Quantity	Item Number	Description	Unit Price	Ext. Price		
3	FLP32-MAINTADD	Monarch Pro Maintenance 1-Year	\$373.0000	\$1,119.00		

**Maintenance Period:** 9/11/2013 to 9/10/2014

Agreed to and Accepted by:

Licensee: \_\_\_\_\_  
 Authorized Signature Date

<b>Subtotal</b>	\$1,119.00
<b>Misc</b>	\$0.00
<b>Tax</b>	\$0.00
<b>Freight</b>	\$0.00
<b>Total</b>	\$1,119.00

## Datawatch Software Maintenance Plan

### Supporting Your Information Optimization Experience

The Datawatch Information Optimization platform empowers users across your organization to more easily understand and make decisions about your business. The Datawatch Customer Support Plan can help you maximize your investment in Datawatch Solutions and streamline your Information Optimization journey. Through a combination of traditional and community-based support services, product upgrades, and on-line knowledge bases, you will have the answers and resources you need to troubleshoot any problems and keep your Datawatch Solutions running smoothly. With the Datawatch Customer Support Plan your organization can:

- Troubleshoot any product issues you are experiencing
- Learn best practices from your peers in other organizations around the world
- Stay up to date with the latest Datawatch product advancements

### MAINTENANCE PLAN COMPONENTS

The Datawatch Software Maintenance Plan offers several key components, all designed to help you quickly resolve any issues you are facing, and maximize your investment in the Datawatch Information Optimization platform.

#### PHONE & EMAIL SUPPORT

The Datawatch Customer Support team is staffed by Datawatch Solutions experts located in support centers around the world. These support engineers are familiar with the common challenges organizations face when deploying Datawatch Solutions, and are able to quickly diagnose and resolve any product-related issues that you are facing. Support includes unlimited phone and email access to your local support team during standard business hours.

#### CUSTOMER PORTAL

Subscribing customers benefit from free, unlimited access to the Datawatch Customer Support Portal. This portal is often the most efficient way to get answers to your common questions as it provides a comprehensive knowledge base containing answers to many common product questions, access to the Datawatch Solutions Forum and a library of how-to videos that cover common product and support topics. The site also allows you to submit and track support tickets, and access your license information.

#### PRODUCT UPDATES

Subscribing customers automatically get access to the latest releases of Datawatch Solutions via the Datawatch Solutions download website. This includes major software releases, as well as service releases for key software updates or fixes. As a registered Datawatch Solutions user you will be able to easily download and install updates to all your Datawatch products at no additional charge.

## Datawatch Software Maintenance Plan benefits

The Datawatch Software Maintenance Plan maximizes and protects your investment in the Information Optimization platform by ensuring your organization is using Datawatch Solutions to their fullest potential. By using the Datawatch Customer Support Plan you can:

- Speed time to market — tap into best practices from peers and get troubleshooting tips from our support engineers to get your organization up and running on Datawatch Solutions quickly.
- Drive innovative decision making — take advantage of the latest product advancements and find new ways to use Datawatch Solutions to improve Information Optimization across your company.
- Build Datawatch Solutions competency — through on-line resources and available support experts, hone your Datawatch Solutions skills to tackle new Information Optimization challenges.
- Minimize downtime — quickly resolve any issues that arise to ensure that Datawatch Solutions are always available to meet your organization's Information Optimization needs.

**FOR MORE INFORMATION ABOUT SUPPORT:**

Please visit <http://www.datawatch.com/support>

**FOR INFORMATION ABOUT TRAINING:**

Please visit <http://www.datawatch.com/training>