



enabling
the mobile
enterprise



Syclo's Support & Maintenance Program is an integral part of your mobile solution.

We work closely as senior level partners with the leading system providers and device makers.



With all the advances in mobile technologies, the opportunity to leverage these new tools insures your mobile applications perform at their best.



FUTURE-PROOF YOUR SYCLO MOBILE APPLCIATIONS

The mobile solution you deploy today may be just the starting point for many additions and enhancements you will want tomorrow.

Any and all enhancements to our SMART Mobile Suite applications. At Syclo, each generation of our products comes with more features, better user interfaces and more industry-specific functionality our customers ask for. Syclo has an upgrade desk dedicated to making your transitions smoother.

Support for the latest devices and peripherals is always included as we run them through a battery of tests. Want to take advantage of the computing power and lower operating costs available from SMART phones, iPhones/iPads and the next generation of ruggedized palmtops computers and tablet PCs?



Want to use GPS or any of the other 30+ peripherals we support? Your active SMP account status allows you to use the technology you need.

When you add, upgrade or even replace your back-end system, you'll know your Syclo application can be adjusted to retain full functionality.

Syclo now offers **Mobile Device Management for your SMART applications built on Agentry!** Increase performance and extend the useful life of mobile devices! Learn more at www.syclo.com/mdm

TECHNICAL SUPPORT

Fast and competent support is one of the main reasons Syclo's customers choose SMP. With experienced professional services teams stationed in London and Chicago, our customers can count on quick problem resolution and utmost attention to every detail. The SMP includes:

Help desk support with aggressive time to response and time to resolution targets.

Remote diagnostics that allows Syclo's experts to use built-in error logging and reporting capabilities to quickly isolate and rectify problems without going onsite



RESOURCES

As an active SMP customer, you can:

Access Syclo's Resource Center: The new and enhanced site offers a 500+ item knowledge-base, access to manuals and guides and technical bulletins. The site features advanced search and filter capability making locating just the right information easy and fast. Log on at resource.syclo.com

Take a Syclo training classes. Learn the ropes of our development and SMART Suite administration toolset. Training courses enable you to make changes and enhancements to your application on-site and on your schedule. Contact your Syclo Customer Account Manager for course discounts.

Attend the Syclo Mobile Conference. This annual event attracts a world-wide gathering of customers and partners for several days of learning, exploring and networking. Sessions like Ask the Experts, Demo labs, latest in devices and peripherals along with user presentations highlight this annual conference.



WHERE DOES YOUR SMP DOLLAR GO?



22¢ SUPPORT

Approximately 22 percent of our your SMP spend funds the help desk operations in the US and the UK. In 2009 alone, these teams successfully resolved over 36,000 help desk requests.

6¢ USER RESOURCES

About 6 percent of our SMP revenue sponsors our customer-focused programs like the Resource Center. It also helps us to keep our training fees low.

72¢ FUTURE-PROOF

72 cents of every dollar is used to continue the development of our underlying Agency mobile platform, product features adds and new functionality. We keep pace with our system partners like IBM and SAP as they release new version, patches and fixes.

We test and support hundreds of mobile devices from the top makers while adding the latest technologies in handheld, tablet and laptop computers including Iphone/Smart Phones and Blackberry. Allied or peripheral technologies such as GPS, GIS, image captures and remote printers.

New for 2010-2011

Mobile Device Management ...

MDM gives you centralized monitoring, tracking and control over your entire population of devices to better monitor activities, control costs and increase security.

Agency Platform Analytics...

Keep costs low for operating your Syclo mobile application.

Team Configuration...

Users, application administrators and managers working environment.

IMPORTANT Programs for Active Customers

Express Lane Professional Services ...

This option is for current customer services projects that require 40 hours or less to complete.

Upgrade Desk ...

Time to upgrade? Active SMP customers can access a new 'desk' for faster and cost-effective upgrades.

Training Discounts...

Active customers are eligible for course discounts ranging from \$250—\$1000.

NEED HELP NOW ?

Visit the Resource Center at resource.syclo.com

Fill out the technical support form at www.syclo.com click-on the Customer Support prompt in the page top navigation bar

Email support@syclo.com

Phone us at + 1 847.713.9117 or North America toll free 800.567.9256 x 505



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