



## I-Card Support Program

**A flexible, cost-effective solution that allows you to purchase pre-paid blocks of hours to use for any type of BusinessObjects, Crystal or Xcelsius application support.**

The I-Card Support Program covers all aspects of application support for the complete SAP BusinessObjects product suite including:

- ▲ Help Desk Support – “How To?” questions
- ▲ Universe, Report, Dashboard, and ETL Development
- ▲ BusinessObjects environment audits
- ▲ Upgrades, installations, and migrations
- ▲ Troubleshooting, reporting, documenting and tracking problems
- ▲ Performance Monitoring and Tuning
- ▲ BusinessObjects Administration



### I-Card Support

- ▲ Subscribe from 50 to 1,000 support hours a year. The more hours subscribed, the lower the cost per hour.
- ▲ Use the hours where and when you need them.
- ▲ Up to 12 months to use your support hours, with roll-over options.
- ▲ Can include remote and scheduled on-site support.
- ▲ Access to 7x24 toll-free hotline\*.
- ▲ Access to experienced BusinessObjects, Crystal, and Xcelsius certified consultants and specialists.

\*Additional charge for out-of-hours support.

T&L charged additionally, at cost, for any on-site hours.

**For more information e-mail [infosol@infosol.com](mailto:infosol@infosol.com) or call 623.707.7600**

# GreenHours Support Program

GreenHours are an environmentally friendly way of providing BusinessObjects services at a fixed low cost that will result in significant savings over our standard on-site consulting rates, and without the additional travel and living expenses.

InfoSol will also contribute one dollar for every GreenHour purchased to plant trees and put something good back into the environment.

InfoSol provides experienced consultants and specialists to deliver all of our remote services, and we guarantee both the quality and the timeliness of our work.

As part of the GreenHours Services offering, InfoSol will provide a Carbon Footprint Dashboard to show how much Carbon Dioxide (CO2) has been reduced based on GreenHours delivered.

Access to our GreenHours services will allow you to purchase and add GreenHours, and to check your GreenHour usage through the GreenHours Dashboard.

- ▲ Business Objects, Crystal, Xcelsius and Data Integrator Design and Development Services
- ▲ Dashboards to Go
- ▲ Audits and Studies
- ▲ Knowledge Transfer by Web Casts
- ▲ Project Management
- ▲ Software Upgrades and Migrations
- ▲ Data Modeling and Data Warehouse Design



*When you purchase GreenHours, you can track their usage on-line through our interactive dashboard. You can also see how much money you are saving and the number of trees planted as a result of your purchase.*