



With 95%  
support  
satisfaction  
rates, how can  
we make our  
customers even  
happier?

## Welcome to Masstech's multi-year support discount program

Simplified renewal process • No Retail Price Index-related increases •  
5% discount per year • No requirement for up-front payment • Guaranteed  
upgrades to latest software • Industry-leading support





At Masstech we are proud of the support services that we offer, with 24x7 support that consistently earns 95% satisfaction levels from our customers, regular software updates and excellent professional services.

Now we are delighted to offer this service at reduced prices through our new **multi-year support** program.

Multi-year support is 1-2-3 simple:

1. you sign an agreement with us for the required number of years, but with no requirement to pay the full amount at the start of the period.
2. Each year we will simply send you an invoice for that year's support. We guarantee that there will be no RPI increase.
3. We also give you a 5% year-on-year discount. As you can see in the example below, a five-year agreement gives you over 12% reduction in the cost of support!

To summarize, multi-year support provides:

A simplified renewal process

No increase due to RPI changes

5% discount per year

No need to pay for the service all up front – simply pay the annual amount as usual

Guaranteed upgrades to the latest software and unbroken access to Masstech support

Multi-year agreements can last from between two to five years, depending on your requirements.

Here's a worked example:

RPI: 2%	Standard price	Discounted price	Saving	%age
Year 1	10,000	9,500	500	5.0%
Year 2	10,200	9,500	700	6.9%
Year 3	10,404	9,500	904	8.7%
Year 4	10,612	9,500	1,112	10.5%
Year 5	10,824	9,500	1,324	12.2%

As you can see, the longer the support agreement the greater the savings to be made

## Next Steps

If you would like to set up a multi-year support agreement, please contact your account manager, respond to the annual quotation you may have received, or email [info@masstech.com](mailto:info@masstech.com). We will be delighted to help.