

Tech Support Plus (TS+) provides clients with updating services for all of their KVS software as well as AcuCorp, Cyberquery, and Oracle software. Municipalities can rely on the technical specialists at KVS to run up-to-date conversion programs and to regularly check and clean up all KVS data directories. In addition, a review of server storage capacities and server event log entries will be performed, as well as a verification of backup procedures and logs. With this service, you can concentrate on serving your customers knowing that KVS is keeping your system running smoothly on the latest software versions.

SERVICE OVERVIEW

**INSTALLATION OF ALL UPDATES AND CONVERTS, INCLUDING ACUCORP,
CYBERQUERY (INCLUDING DATA DICTIONARIES), AND ORACLE**

CLEANUP & REVIEW OF ALL KVS DATA DIRECTORIES

REVIEW OF SERVERS STORAGE CAPACITIES & SERVER EVENT LOG ENTRIES

VERIFICATION OF NORMAL BACKUP PROCEDURES & LOGS

FULL DOCUMENTATION OF EACH QUARTERLY TS+ MAINTENANCE SESSION

REQUIREMENTS OF TS+ SERVICE

**ACCESS TO THE SYSTEM DURING SCHEDULED MAINTENANCE TIME
(may require users to log off system)**

KVS SUPPORTS THE FOLLOWING REMOTE ACCESS METHODS USING A HIGH-SPEED INTERNET CONNECTION: CITRIX, PCANYWHERE, TERMINAL SERVICES, OR VNC. STANDARD VPN ACCESS IS SUPPORTED USING THE MICROSOFT VPN CLIENT. OTHER VPN CLIENTS ARE SUPPORTED FOR CLIENTS WITH THE KVS REMOTE CONNECTIVITY SERVICE (CONTACT KVS FOR OTHER APPROVED CONNECTIVITY METHODS)

KVS SYSTEM ACCOUNT WITH ADMINISTRATIVE RIGHTS

NOTE: Standard Technical Support Hotline charges apply for troubleshooting or set up of remote access connections, as well as resolving any system issues discovered during the **Technical Support Plus** maintenance session.

Call 1-800-999-9KVS or email sales@kvsinfo.com for more information on this service.

