

## TECHNICAL SUPPORT PLUS

**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 LAN-CARE SERVICE**

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

**APPROVED REMOTE ACCESS METHOD VIA DIAL-UP OR INTERNET/VPN CONNECTION (INTERNET PREFERRED): APPROVED ACCESS METHODS INCLUDE PCANYWHERE, TERMINAL SERVICES OR CITRIX  
(CONTACT KVS TO DISCUSS 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](mailto:sales@kvsinfo.com) for more information on this service.

