



The Many Benefits of ASA

The Annual Service Agreement (ASA) for EMS products provides a wealth of benefits for organizations that elect to be covered. From free system upgrades to award-winning customer support to training videos, a “knowledge base” and more, ASA subscribers find that the program helps them get the most out of their software investment.

Customer Support

Customers with a current Annual Service Agreement (ASA) have access to our **Standard Support** services. EMS Enterprise™, EMS Workplace™, EMS Legal™, EMS Campus™ and EMS District™ customers can upgrade to our **Premium or Premium Plus Support** packages.

Benefit	Standard	Premium*	Premium Plus*
Free system upgrades			
Technical Support for production environments			
Technical Support for multiple environments (production, test, development, etc.)			
Toll-Free Phone support			
Email support			
Training Videos			
Scheduled weekend or after hours support			
Priority phone line with immediate access to second tier resources as needed			
24/7 access to the EMS Online Support Center			
Ability to submit and track support tickets online			
Invitations to special webinar previews of new product releases			
Discounts to our Annual Users Conference and other special offers			
24/7/365 support			

** Available as an upgrade with EMS Enterprise, EMS Workplace, EMS Legal, EMS Campus and EMS District only*

Standard Support customers can contact the Customer Support team, free of charge, Monday through Friday, 6:00 AM to 6:00 PM Mountain Time (GMT-07:00) regarding technical matters or brief “how to” questions. (Software training is scheduled through our Professional Services department - consulting@dea.com.) Calls that aren’t answered immediately will typically be responded to quickly. Even when call volumes are at their highest, our guarantee is to respond to inquiries within two hours.

Premium Support customers can not only contact the Customer Support team, free of charge, Monday through Friday, 6:00 AM to 6:00 PM Mountain Time (GMT-07:00) via a priority phone line, but can also schedule weekend and after hours support.

Premium Plus Support customers get all the benefits of Premium Support and can contact our Customer Support team, free of charge, 24/7/365 without making prior arrangements for critical system issues.

EMS Online Support Center

The resources listed below can be accessed quickly and easily from the secured EMS Online Support Center area of our website - www.dea.com.

New Versions of Software

Maintaining your ASA each year ensures that you always have access to the latest version of your EMS software, documentation, etc.** And when we enhance or update your EMS product, we make it available to you quickly and efficiently via download from a password-protected area of our website.

Free Training Videos

Users can download free training videos from the EMS Online Support Center. (Note: In addition to these videos, more individualized, paid training options are also available.)



“In my opinion (and I’ve been doing tech support for 25 years), you folks wrote the book on delivering rapid tech support. In my mind, the only way you could provide better support would be if you were in the cubicle next to me.”

Mike H., UNC Asheville

Knowledge Base

The Knowledge Base is an extensive collection of commonly-asked questions and their resolutions that we have compiled for easy access. From out-of-date prerequisite software to misunderstandings about system functionality to general trouble-shooting tricks...if it’s an issue that is frequently raised, it’s likely to be covered in the Knowledge Base.

Product Enhancement Requests

For more than 25 years, our customers have been the driving force behind our product development efforts. Who better to comment on how the software should be enhanced than the people who use it every day? Data from the Enhancement Request form found in the EMS Online Support Center is automatically recorded in a database that is consulted as we make plans for a new release.

***Contact us today and let us know how we may assist you:
1.800.288.4565 or support@dea.com***

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** ASA coverage begins at time of purchase. It is important to renew your ASA every year, as a lapse in ASA requires payment of back fees or purchase of new software to resume coverage.