

LAWSON TOTAL CARE BRONZE



The different levels of Lawson Total Care are designed to meet the unique support needs of our customer organizations worldwide. Our most basic level of care, Total Care Bronze, is best for organizations with a primary need to remain up-to-date on new software releases and corrections, and that have:

- An effective internal help desk that can handle “how-to” questions
- A full staff of experienced internal IT professionals in charge of ongoing software maintenance, including DBA, System Administration, O/S Support, patch application and software upgrades
- Few software modifications or complex system interfaces

Lawson Total Care Bronze Includes:

- Upgrades of licensed products to new releases
- Statutory and regulatory updates and fix packs
- Product defect corrections
- 24 x 7 access to Lawson Self-Service Support Infrastructure
- Access to Lawson Support staff
- KPI reporting

Partnering with your internal help desk, Lawson Support empowers your IT professionals to quickly resolve problems that your users may encounter, and ensures that all product-related issues are resolved in a timely manner. The Lawson Self-Service Support Infrastructure provides your team with access to the very same information that our Lawson specialists depend on and update every day.

Lawson Expertise Gives You the Edge

Who could you trust to understand, support and maintain Lawson software better than Lawson? Total Care Bronze will help you ensure that your Lawson applications are up to date and will provide access to support tools and staff with answers you can depend on.

You can count on our unwavering commitment to deliver the best possible quality, through our unique process of interweaving customer support feedback throughout the product quality assurance process.

**Headquarters:****USA**

380 St. Peter Street
St. Paul, MN 55102-1302
Tel +1 651 767 7000
info@lawson.com

Regional Offices:**Americas**

Brazil, Chile, Canada,
Mexico, Honduras,
United States, Venezuela

United States

Tel +1 651 767 7000
infous@lawson.com

Asia

China, Hong Kong,
India, Indonesia, Japan,
Korea, Malaysia,
Philippines, Singapore,
Taiwan, Thailand, Vietnam

Singapore

Tel +65 6788 8769
Fax +65 6788 8757
infoasia@lawson.com

Australia & Oceania

Australia, New Zealand

Australia

Tel +61 2 8437 5600
Fax +61 2 8437 5699
infoanz@lawson.com

Northern Europe

Denmark, Estonia, Finland,
Norway, Sweden

Sweden

Tel +46 8 5552 5000
Fax +46 8 5552 5999
inforordic@lawson.com

Northwestern Europe

Belgium, The Netherlands,
Ireland, South Africa,
United Kingdom

United Kingdom

Tel +44 1344 360273
Fax +44 1344 868351
inforw@lawson.com

Central Europe

Austria, Czech Republic,
Germany, Hungary,
Poland, Slovakia,
Switzerland

Germany

Tel +49 2103 89060
Fax +49 2103 8906 199
infoce@lawson.com

Southern Europe

France, Israel, Italy,
Portugal, Spain

France

Tel +33 1 34 20 80 00
Fax +33 1 40 39 25 07
infoso@lawson.com

www.lawson.com

The Choice is Yours

Why should you buy what you don't need? Our sentiment exactly. That's why Lawson Total Care is all about choosing the option that best aligns with your cost structure and in-house expertise — the one that makes the most sense for your business.

Simpler Is Better

Lawson Total Care helps reduce the complexity and the cost of maintaining your Lawson applications while protecting your investment long-term. Lawson staff in fourteen Regional Support Centers and eleven Product Support Centers around the world provide the most cost-effective and timely access to Lawson software expertise — not to mention the knowledge gained from thousands of Lawson implementations. It's one of the simplest ways to lower your total cost of ownership.

Total Care: Get the Support You Need Now

For more information about Lawson Total Care, contact your Lawson Account Executive or Renewal Manager, or visit www.lawson.com.