

## Customer Support & Maintenance

### ***When You Need Answers***

When you call Omega for support, you're not calling a large, impersonal call center, you're calling someone you know and trust. You will receive straightforward answers to your questions from experienced professionals.

Imagine one of your firm's partners comes into your office and asks for a report that includes all of the costs incurred for a specific matter for the court, and they need it NOW. Aren't sure how to get it done? Don't worry about it. All you need to do is call Omega's Client Services group, and a team member will teach you on the spot how to create, run and print the report, as well as how to solve similar problems on your own in the future.

*"I never hesitate to contact Omega customer support with any issues. Since our installation 14 years ago, and our recent upgrade to Omega Legal version 6.11, we always find the Omega support team to be very responsive, knowledgeable and willing to go the extra mile to be sure our questions are answered quickly. It's good to know what we are paying for right up front. Included as part of our annual maintenance program are a certain number of client support hours, which is very helpful knowing time is available when we need help. Omega was absolutely the right choice for ECJ."*

*Karen Francone, controller, Ervin Cohen & Jessup LLP*

Not only will an Omega Client Services team member answer your call, but in almost every instance the support call is covered by your firm's annual maintenance agreement. That means your problem is resolved right away with no additional out-of-pocket cost to your firm.



Donna Higgs - Customer Support Since 1999

Our clients like the rapport they have with client services team members. They build lasting business relationships because Omega's employees have been in their positions for many years and they take a personal interest in you and your firm.

### ***When You Want FREE Upgrades on YOUR Schedule***

Keeping your system flexible, reliable and up-to-date is our top priority. When you purchase Omega Legal<sup>VX</sup>, all future software upgrades are FREE—even entirely new versions of the current system. Updates are scheduled with your convenience in mind.

**Bottom line:** Omega Legal<sup>VX</sup> is the last system that your firm will ever need to buy.

### When You Compare Omega's Maintenance Program

Before locking into a long-term commitment, it's important that you compare the many components of a company's annual maintenance program. You may hear something like, "Yes, that's included in maintenance" during an initial sales call, but do you really know what you're getting for your money? Fill in the grid below to find out for sure.

Maintenance Item	Omega	Company A	Company B
Cost of upgrades	No charge		
Number of free support hours	15 hours annually		
Hourly charge for maintenance	\$150		
Billing increments	Tenth of an hour		
Are questions other than "How To" covered?	Yes		
How is your support call answered?	Promptly by a dedicated, expert support professional		
Does the company have support call routing?	No. 87% of the time the person who takes your call answers your question		

### When Your Problems Inspire Innovation

The information and functionality you need to run your firm will inevitably change over time, and our goal is keep pace with your changing business needs. So keep telling us your problems. You inspire us to improve our products, as well as create new products, to make your life easier and your firm more profitable.

During a site visit, a client shared with us her frustration with managing client billing rules compliance and the income that was being lost due to costly billing errors. When we looked into this issue further, we discovered that billing rules violations plagued many of our clients. It was from this universal need that we developed eCop®.

### When You Want the Best

When you become an Omega client, you become part of the Omega family. Our clients will tell you that they don't hesitate to pick up the phone to call us. We answer the phone directly, listen to their needs, resolve their issues and in the end, improve their firm's productivity and profitability. It's for these reasons, and more, that 96% of our clients remain loyal to Omega after more than 35 years in business.

*"Before eCop, we spent a huge amount of time training our timekeepers and sending them reminders about adhering to client billing rules. eCop is a great training tool and has improved cash flow. Fewer bills are rejected because we are seeing good rules compliance now from all of our timekeepers."*

Jones, Skelton & Hochuli

*Omega is a privately held Scottsdale-based company that provides mid-to-large size law firms an integrated financial and practice management software suite that sets the standard for return on investment, system performance and service. Since 1975, Omega has been solving critical business issues for law firms, improving their profitability, productivity and efficiency.*