



Selecting a Maintenance Program:

- 1 We are considering a program that has “free” maintenance, how do we know if that is best for us?**
Our experience has shown that many companies will initially offer free maintenance to entice potential customers, but ultimately cannot maintain a quality level of support or product releases to ensure their commitment. Choose a maintenance program with a proven track record to ensure their commitment and promise matches your expectations. Is anything in life truly free? If you believe price is what you pay and value is what you get, then if something is free, how much value are you getting?
- 2 How do we measure our return on investment with a maintenance program?**
First consider whether the intent of the maintenance program is to simply fix bugs within the program, or ultimately to enhance the program with new features. First generation programs inevitably have bugs and issues that need addressing, so ensure you are not just really signing up to get free bug fixes and “beta test” the program for the company. Would you rather have a 3 year warranty on your police car that is rarely if ever in the repair shop, or a 10 year warranty on a car that is always in the shop?
- 3 With “free” maintenance, ask the company does my initial purchase include additional features or modules?**
Our experience has shown that often companies will charge for additional modules after the fact. Ultimately, choose a product and maintenance program that has a proven track record that does not involve “nickel-and-diming” for additional features in the future. Your maintenance program should cover additional features to the program over time. If it sounds too good to be true, it probably is.
- 4 How can we get quality support through a “free” maintenance program?**
Ask the software company if they can provide a detailed history of releases outlining changes and new features to their program. While you’re at it ask how they plan to pay for additional development and dedicated support staff if you are receiving free maintenance/support.
- 5 We have had surprise costs or hidden costs show up after the purchase of a software product in the past, how do we protect ourselves against that in the future?**
Evaluate the software company’s business model and ensure you have a clear picture of how they plan to continue paying for the development of the software. Choosing an annual maintenance plan often allows you to budget on an annual basis with no surprises or hidden costs. Caveat Emptor (Buyer beware). That’s all we can say in Latin no less.

Facts to Consider:

We develop and provide diagramming and animation software to thousands of agencies throughout the world who are frustrated with learning a new product, annoyed with working overtime and struggling to provide professional diagramming output.

- Our record speaks for itself. Ask yourself? Why do thousands of agencies around the world trust and rely on VS? Gambling is good for Las Vegas, but can you afford to gamble on this type of investment?
- With a consistent track record over the years, we have demonstrated time and again that you “get what you pay for” with VS products. We have added features and modules to our product at no additional cost to maintenance customers. No surprises, no nickel-and-diming.
- Our annual maintenance program allows agencies to budget on an annual basis with no surprises or hidden costs for the program going forward.

What Our Clients Are Saying:

“You can tell the software is driven by customer feedback as it is designed with the users in mind. Glad to recommend their software to anyone.”

Thomas C. Hannon
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Warwick, R.I.