

New software is constantly being introduced to the technology market giving businesses new ways of integrating their operations, speeding up their processes and making all aspects of the company more efficient. If you plan on buying new software you should consider the following before your purchase:

- 1) Is the software compatible with your existing system or network?
- 2) Does the software manufacturer provide technical support and what hours are they available?
- 3) What type of support do they provide; email, live or web based knowledge library?
- 4) Does the software manufacturer provide any references?
- 5) Does the manufacturer provide a trial version of its software?
- 6) Does the manufacturer provide updates or upgrades and if so how often?
- 7) Is there a maintenance fee for the updates or are there any additional charges?
- 8) Are support contracts available and how much does the manufacturer charge?
- 9) Can your existing information from your current version be converted to the new edition and is there a charge for data migration?

These are few a helpful tips to assist you through the software purchasing experience. REMEMBER, not all updates, patches and new editions (i.e. version 5.16 to 6.0) are bug free or compatible with your existing system, so be cautious and inquisitive when purchasing new software.

If you would like for Acorn Technology to help you in evaluating a new software purchase please don't hesitate to call us.



SERVICE BULLETIN

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