

Annual Maintenance Plans & Upgrade Services

Increase efficiency and enjoy a better user experience when you upgrade your existing Time Matters® or PCLaw™ application with our Annual Maintenance Plan. For the optimal experience, consider Upgrade Services, available through LexisNexis® Certified Independent Consultants.

Annual Maintenance Plan

Upgrades & Maintenance » Save time and money by maintaining the most current software version at no extra charge. Receive all maintenance and version releases available for the duration of your contract to optimize your software performance and enjoy the highest quality user experience.

Support » Live-answer telephone support is available Monday-Friday 8am – 8pm EST and is designed to address issues that are strictly technical in nature, such as unusual initial setup and installation, errors, unexpected results and performance problems.

North American customers may call toll free to (800) 387-9785, international customers may call +1 (919) 467-1221.

Access Interactive OnDemand Anytime Training 24/7 » Looking for a convenient way to learn how to use your LexisNexis Practice Management Software? Anytime OnDemand training is included at no extra charge with your Annual Maintenance Plan and provides basic training on Time Matters® and PCLaw™ applications. With Anytime Training, you can:

- Access online courses 24/7
- Train at your own pace
- Focus only on what you need

For more information, visit <http://www.lexisnexis.com/university>

Upgrade Services Available

Get your firm up and running faster with our LexisNexis® Certified Independent Consultants (CIC)!

CICs are dedicated to the highest level of consulting and support for LexisNexis® Practice Management solutions, and can help fine tune your workflow for even greater efficiency.

For faster, hassle-free upgrade implementation, software customization or firm-specific training, consulting and support for LexisNexis Practice Management products, contact a Certified Independent Consultant in your area by visiting <http://law.lexisnexis.com/spn/findcic>.

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