

Tech Tip Tuesday—March 17, 2020

Special Announcement

As you all know, Livery Coach depends on your support and maintenance payments to fund our technical support team that answers questions and helps with issues, as well as our development team which is constantly working to add your requests for enhancements and new features.

With the assurance of a stable source of revenue, we are able to make long-term commitments and investments in our operations, primarily staff.

This is why we have annual support agreements, and that is why, when you drop a module or a license, which can only be done upon annual renewal, if you later want to reactivate it, you need to pay the lesser of back support or the cost of the module. Over the years we have found this system to be fair to both us and to our clients.

That said, we understand that the entire industry is suddenly in uncharted waters, and for some of you, business has nearly ground to a halt.

Support Options

In order to try to ease the pain somewhat, we are pleased to be able to offer the following options with respect to future support and maintenance payments:

Payment frequency:

If you currently pay us quarterly, we would be happy to switch you to monthly installments, which should help reduce cash outlay in the near term.

Support cost:

As you are aware, your support cost is based on your system's total value. By eliminating unused licenses or modules, the system value decreases, along with your support payment. Options for changing the configuration are:

Option A (*the existing option*) – You may permanently drop any combination of licenses/modules. The items will be removed from your system and your annual support will be recalculated based on the new configuration. Should you wish to add any dropped licenses/modules in the future, you will need to repurchase them. While normally this option is only available at annual support renewal, we are temporarily waiving this restriction.

Option B (*new option*) – You may temporarily suspend licenses/modules you are not using during the crisis. For up to one year the license/module will be idled for one half the normal charge. Idled licenses/modules cannot be used during this time, but at your request, they will be reactivated, and support costs will adjust to the previous level.

Option C (*new option, with no configuration change*) – Defer a portion of your support payment. Your system configuration will remain the same and you'll continue to receive full support on the entire system, but you can reduce your payment by up to 35%. The portion

deferred will still be due, but you'll have up to one year to catch up. Note that Option B and Option C cannot be used together.

If you would like to take advantage of any of these offers, please contact Caralyn@liverycoach.com and she can adjust your account. We hope that these measures will help us all get through this difficult time.

P.S. The glass IS half full

We believe that things will improve sooner rather than later. While this might be a controversial position, as new information seems to arrive every hour, it is important to remember that unlike 2008, where the economy had systemic imbalances that took time to correct, in this instance our economy was otherwise quite healthy, and just massively interrupted by the pandemic. Once the peak of the pandemic passes, we think that business will resume rather quickly. There already seems to be evidence of this in China and South Korea.

We also believe that encouraging our clients to share and spread this outlook will not only slow the decline, but help ignite a speedy recovery.

With that we are pleased to make the following special offer: All clients who leave their configurations as is, are current with support, and continue to make regular support payments on time, will receive a 20% credit towards a future onsite training/consulting visit (excluding travel expense) when business returns to normal. Clients that engage us for onsite training and consulting will benefit by using the system more thoroughly and efficiently—truly a win-win. We must get through this together.