

Extending, Enhancing and Maintaining Made2Manage for over 15 years!

Our Made2Manage Support services are designed to supplement or replace your current Made2Manage support arrangements. Our “pay-as-you-go” support services allow you access “top-tier” Made2Manage support without the burden of a heavy support contract from Aptean. Even if you have a maintenance contract with Aptean, Progressive Edge can provide additional support services when needed.

It is simple, visit our support portal, register, and enter a case. Since this is a “pay-as-you-go” service, you can purchase support credits online via credit card. From there, your case will be routed to the appropriate, seasoned, Made2Manage support resource to assist you in your case. No contracts, No working through the “tiers”, No worries. We hope we can serve you soon!

Pricing

There is a premium hourly rate associated with Support. The reason for this we are interrupting our scheduled activities to take care of your support requests as you enter a case. But we feel the amount of money you save over the Aptean support contract more than makes up for this. In addition, there are zero costs if you don’t have any problems.

There are two options to purchase support hours. Hours are packaged into two support “blocks”. We offer both a 2 hour and an 8 hour block. There is a minimum charge of 1 hour for the first case against a block. Any remaining hours stay active for a fixed period of time per block (see table below). Once a block has been purchased, you can enter a case against that block.

Hours	Price*	Expiration
2 hour block	400.00	30 Days
8 hour block	1,480.00	60 Days

* Pricing is subject to change

Support Site

Please visit our site at <https://support.progressive-edge.com> to register and to enter a case. Please call 262 250-0578 x101 for any questions.