

# LAWSON TOTAL CARE GOLD



The different levels of Lawson Total Care are designed to meet the unique support needs of our customer organizations worldwide. Our application management level of care, Total Care Gold, is best for organizations that:

- Desire a high degree of technical assistance in managing their Lawson software environment for maximum peace of mind
- Plan to modify Lawson applications and/or have a need for significant interfaces
- Have made the strategic decision to outsource core application management functions
- Have internal IT support constraints
- Want to realize potential cost savings on internal staffing of up to 30% or more

## **Lawson Total Care Gold Includes:**

Your base maintenance — whether Bronze or Silver — plus, you'll enjoy Service Level Agreement (SLA) -based managed services, such as:

- Installations of corrections and fix packs
- Support for and maintenance of custom modifications
- Upgrade planning and execution
- Lawson performance tuning
- Lawson product and database administration
- Lawson security administration
- Dedicated Lawson Support desk

Total Care Gold gives you the option to outsource your internal help desk, thus freeing up valuable resources for more strategic tasks. You'll enjoy greater budget predictability and system stability that is as good as or better than what you experience today.

## **Lawson Expertise Gives You the Edge**

Who could you trust to understand, support and maintain Lawson software better than Lawson? Lawson Total Care offers timely, global access to support experts who you know will understand your application. Total Care Gold also helps reduce the cost and complexity of maintaining your Lawson applications, so you can be confident that you will continue to get the most out of your Lawson investment for the long-term.

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## The Choice is Yours

Why should you buy what you don't need? Our sentiment exactly. That's why Lawson Total Care is all about choosing the option that best aligns with your cost structure and in-house expertise — the one that makes the most sense for your business. Total Care Gold frees your time to focus on your business. You can continue to tailor Total Care Gold to your needs as your requirements evolve over time.

## Simpler Is Better

Lawson Total Care helps reduce the complexity and the cost of maintaining your Lawson applications while protecting your investment long-term. Lawson staff in fourteen Regional Support Centers and eleven Product Support Centers around the world provide the most cost-effective and timely access to Lawson software expertise — not to mention the knowledge gained from thousands of Lawson implementations. It's one of the simplest ways to lower your total cost of ownership.

## Total Care: Get the Support You Need Now

For more information about Lawson Total Care, contact your Lawson Account Executive, or visit [www.lawson.com](http://www.lawson.com).