



## More Than 20 Years of Delivering Business Management and Accounting Solutions Without Compromise

You can count on Best Software to build powerful, reliable products that are thoughtfully adapted to changing technologies and business needs. Our software products are recommended, sold and supported by more than 10,000 authorized resellers, consultants and client advisors, who provide services including installation, product support and systems integration.

Numerous support plans are available, giving customers access to our topflight internal support team; we also offer dynamic training programs and course offerings in our corporate training facility in Irvine, California and through a nationwide network of Authorized Training Centers and Certified Trainers.

When you purchase a software product from Best, you can be assured you've invested in highly evolved business management applications with reliable performance that can meet your company's needs today, with smooth, cost-effective upgrade paths to the new technologies and operating systems of tomorrow.



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## By choosing a Best solution you can get:

**Award-winning business management applications, backed by the largest, best-qualified channel in the industry** — Best offers its products exclusively through our channel of value-added resellers. Authorized resellers, consultants and CPAs can provide installation, product support and systems integration services, and focus on delivering a product that best suits your needs.

**Support with ClientCare** — Our business management and accounting software is an essential element in the overall success of the organizations that use it. Best therefore provides a range of software maintenance and ClientCare support programs to suit your needs. To protect and maximize that investment, these support programs offer you guaranteed response times, automatic software updates and regular communications from our ClientCare group. Awarded the Software Support Professionals Association (SSPA) STAR (Software Technical Assistance Recognition) award — the software industry's premier customer support award — our ClientCare department offers a variety of plans for each product line, enabling you to select the plan that best meets your support requirements.

**Education and Training** — To ensure that you receive the maximum value from your MAS 90, MAS 200, Best Enterprise Suite, Platinum for Windows by Best and BusinessWorks software, we make it easy for you to learn about our products through our unique training programs.

**Best's Corporate Training Facility** — Through this dynamic interactive learning program, you can attend relevant classes at our Irvine facility to receive training directly from Best's top-notch training staff.

**Authorized Training Centers (ATCs)** — With over 34 ATCs located across the country, Best makes certified training facilities and courses available near you. Not only do we provide the courses and certify the instructors, but we also approve the facility and provide you with updated class schedules.

**Certified Trainers (CTs)** — Best certifies trainers to conduct hands-on training classes in the comfort of your office.

**Certified Support Specialists** — These specialists must meet specific support and product knowledge requirements through a series of courses and exams, helping to ensure that your reseller's support staff has the training necessary to best answer your questions.

**Certified Support Centers (CSC)** — These are Best partners who provide technical support to their customers and have passed Best's stringent set of certification requirements. CSCs have to meet or exceed our high standards in terms of quality and service levels. They employ highly trained support staff and utilize best practices to ensure that they are delivering to their customers the highest quality support possible.

**Channel Partner Certification** — Best maintains a certification program for all of its channel partners requiring each of them to pass a series of education classes and/or assessment tests to achieve and maintain ongoing authorization with. This program helps to improve our channel partners' level of knowledge and education, which leads to higher overall customer satisfaction.

**Specialized Products Available to Fit Your Needs** — In addition to Best's products, additional custom and pre-packaged modifications and vertical applications are developed by more than 108 certified Master Developers. A special license enables these Master Developers to obtain source code and receive training to create custom modifications and provide programming services to their clients. As an added value to our channel partners, this unique category of Best authorized resellers also provides products to other resellers. With adherence to strict quality standards, these products expand the already extensive capabilities of our solutions, to meet the specialized needs of virtually any business.