



2019 LPA RETAIL USER FAIR

Total Care Support offering

DO MORE; WORRY LESS

ONE CALL



Counterpoint Support:

Unlimited telephone Support
1 Day training
Counterpoint subscription
Install annual updates

Managed Services:

Proactive support for:
Networks
Operating systems,
performance,
24/7 monitoring

LPA
Counterpoint
Cloud Offering

Security assistance:

PCI audit option, EMV, P2PE,
security patch management – PCI
Scans option

Hardware: Next day
depot maintenance on
all hardware sourced
from LPA

TOTAL CARE – COUNTERPOINT SUPPORT

- Unlimited phone and email support regular business hours
- Discounted after Hours support (40%)
- 1 Day customer specific training
- Counterpoint Annual Subscription included
- LPA will provide up to 1 free upgrade per year



MANAGED SERVICES

LPA has been a Managed Service company for 10 plus years

- 24/7 monitoring of servers and client PCs
- Performance tuning
- Microsoft patch installation
- Anti-Malware and anti-virus install and updating



HARDWARE SUPPORT

- Hardware as a service
- Depot Warranty



COUNTERPOINT ON THE CLOUD

- High availability
- Improved security
- No on premise costs
- Avoid cost of hardware, operating system software and upgrades
- One less thing to worry about



SECURITY ASSISTANCE

PCI compliance testing

Security consulting

Security audit



Do more; worry less

