



Annual Maintenance Plan Advice and Information

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Q and A (Ultra-Short Version)

To assist you in understanding your choices and new changes, this white paper provides both short answers and detailed analysis of the Annual Maintenance Plan (AMP) for LexisNexis Time Matters, Billing Matters and PCLaw software.

- **Why should you pay for an Annual Maintenance Plan (AMP)?**
It keeps your software current and it acts like an insurance policy.
- **I don't want support. Why buy this AMP?**
It costs money to maintain things. Technology is always changing. You need the AMP to stay current. Plus you get online training and help if you have a problem.
- **What is in the AMP?**
It is an annual subscription that covers new version upgrades, Service Packs, live telephone support, and online help.
- **What happens on March 15, 2010?**
The special 15% discount ends for buying or renewing an AMP.
Pricing: [Click here for pricing...](#)
- **What happens on May 1st?**
If you have not renewed your AMP and want to, you pay for the AMP plus a reinstatement fee.
- **Why should you buy through Active Practice?**
If you buy through us, you receive our **detailed, illustrated guides** to new versions and Service Packs. Our guides go well beyond the standard instructions and information on preparing for and performing upgrades. Plus we offer **free Webinars** to explain new features and answer your questions.
- **How do I buy or renew an AMP?**
Just call us and we will place your order with LexisNexis. You will be billed at the end of the month. Your AMP starts within a day and continues for 12 months counting from the first of **next** month.
Call **800.575.0007** or [click here to send us an e-mail...](#)

Annual Maintenance Plan Pricing

Current Discount: 15% for New AMPs – **Expires 3/15/2010.**

DISCOUNTED PRICING

Discounted prices are available for new purchases of an AMP.

If you had an AMP and it expired, you qualify for the 15% discount.

Other discounts are available for renewing an active AMP. Call us for the best prices.

You may renew your AMP now to avoid potential future price increases.

New AMP for:	USERS										Added Users
	1	2	3	4	5	6	7	8	9	10	
TM 10	298	425	553	680	808	935	1063	1190	1318	1446	128
TM 9	327	468	608	748	888	1029	1169	1309	1449	1590	140
TM 8	361	514	667	820	973	1126	1279	1432	1585	1738	153
TM/BM 10	476	680	884	1088	1292	1496	1700	1904	2108	2312	204
TMBM 9	524	748	972	1197	1421	1646	1870	2094	2319	2543	224
TMBM 8	578	823	1068	1312	1557	1802	2047	2292	2536	2781	245

Prices are subject to change without notice and do not include sales taxes. Subject to all terms and conditions at <http://pm.lexisnexis.com>

[Time Matters 10.0 Brochure](#)

[Click to read more...](#) about the features of Version 10 and earlier versions

New Versions – When and Why to Upgrade

New versions of Time Matters are released about once each year. In the past it was possible to save money by skipping versions. That made each upgrade more expensive, but you saved money by paying for fewer of them.

Now to get an upgrade you must either have an active AMP or else buy the software at full price. Keeping your AMP subscription in force is now the lowest-cost method for getting upgrades.

If you let your AMP expire, you will not reduce your costs unless you skip two or three new versions. You will also miss out on Service Packs, live Technical Support, and online training. When you find yourself needing a new version or Technical Support, perhaps because of a compatibility issue, you pay a larger amount all at once instead of spreading it out predictably with an AMP subscription.

Reasons to Upgrade to a New Version

1. New versions have **links to the newest versions** of third-party products, including smartphones, MS Windows, MS Word, Adobe Acrobat, and many others.
2. New versions make **improvements** to existing features.
3. New versions **add new features** that save time, keep you organized, and improve client service.
4. New versions contain the latest fixes for software issues.

When to Upgrade

Most users upgrade to a new version within six months of its release. When you maintain your Annual Maintenance Plan, you receive the new version at no additional cost. I normally recommend that you upgrade when Service Pack 1 for a new version is available.

Time Matters links to all these products:



You may want to plan your upgrade for a time when your schedule is somewhat less busy. Waiting unnecessarily long to upgrade means that you delay receiving the benefits and savings delivered by the new version.

Service Packs and Fixes

Between new versions, LexisNexis releases Service Packs. They contain **fixes for issues** and **add improvements** to existing features. They may also **add features or options** that were not ready on the date the newest version was released. Another function of Service Packs is to **add links** to the newest versions of Adobe Acrobat, MS Word, smartphones and other third-party products.

Now it is especially important to be on the **latest version of Time Matters, Version 10**.

In the past, it was the practice of LexisNexis to produce Service Releases for older, supported versions. Going forward, **only the current version will get fixes, new features and links** in Service Packs. Older supported versions, like **Versions 8 and 9, will get only critical fixes**. New links and features will not be added for previous versions.

AMP Needed to for Service Packs after Version 11 Release

Beginning with the release Version 11, you need an active Annual Maintenance Plan to receive Service Packs. Everyone will receive critical updates to supported versions. But if your AMP expires or if the expiration date of your AMP falls soon after the release of Version 11, it will be important to **renew your AMP** to ensure that you will receive Service Packs for Version 11.

There is no scheduled release date for Version 11 as of this writing (Feb. 2010), but new versions are usually released in August or September.

The new policy on Service Packs is consistent with the policies for similar products from other companies. You need to be on a maintenance plan in order to receive the benefits of the maintenance and improvement to your product.

Free Online Training and Help



As an Annual Maintenance Plan subscriber, you have access to these free training and help materials:

Anytime Training - Free online courses at LexisNexis University - [Click for more...](#)

CIC Solution Forums - Question and Answer forums where Certified Independent Consultant and knowledgeable users give detailed answers to your specific questions about how to use Time Matters, Billing Matters and PCLaw. [Click for more...](#)

Support Center - The online Support Center offers product information, technical support, [whitepapers by CICs](#) and more - [Click for more...](#)



Live Telephone Technical Support

LexisNexis has invested heavily in the training and knowledge base for its Technical Support representatives. As an Annual Maintenance Plan (AMP) subscriber, you receive live telephone technical support from LexisNexis with no set limit. Support is available from 8 am to 8 pm ET, Monday through Friday. **Call 800.387.9785** or 1.919.467.1221 for LexisNexis Technical Support.

Some of the problems Technical Support can help you with are:

- You cannot open Time Matters, Billing Matters or PCLaw. Your office is at a standstill.
- You try to backup your database but it does not seem to work properly.
- You receive an error message that you do not understand.
- You follow the Help instructions to perform an task, but the result is not what you expect.

Think of Technical Support as an insurance policy. If your Time Matters, Billing Matters or PCLaw software stops working, you need to get it back in action fast. Time is money. With Technical Support you can call and receive prompt assistance.

If your site is down, meaning you cannot use your LexisNexis software at all, you receive priority. If your representative cannot solve your problem, he or she will involve the second level Technical Support to get you back to work.

LexisNexis has devoted a great deal of attention to technical support for Time Matters, Billing Matters and PCLaw. Staff and training have been increased significantly. Normally hold times are very short.

Courtesy Phone Call to Technical Support

If you do not have an active AMP, currently you are allowed one courtesy call to Technical Support. You can receive prompt assistance, but you will need to subscribe to an AMP in order to speak with Technical Support again.

Technical Assistance from CICs

Certified Independent Consultants can assist you with technical issues whether or not you have an AMP subscription. But if we encounter a problem that requires the specialized resources or tools of LexisNexis Technical Support, you need to have an AMP subscription for us to draw on them.

Working with a CIC has advantages. If you have worked with us in the past, we are familiar with your setup and often can provide a quick resolution of problems you may encounter. If you have a serious problem that requires the assistance of a LexisNexis engineer, we can get through promptly to the experts in North Carolina.

We can do more for you than a Technical Support representative by showing you how to use various features. We can describe alternative ways for you to save time and produce better results using your software. Technical Support is limited to fixing problems. CICs can fix problems and assist you in getting more out of your investment.

Subscribing to an Annual Maintenance Plan

If you need Technical Support but do not have an AMP in force, you will need to pay the current, undiscounted price for the subscription plus a reinstatement fee. That fee is approximately equal to the cost of keeping the AMP continuously in force. So you find yourself in the uncomfortable position of facing a troubling problem and needing to pay a lump sum to get support with an AMP.

We recommend that you keep your AMP in force both as insurance against unforeseen problems and as a source of new versions, Service Packs, online help and training.

If you want to upgrade in the future or if you ever need Technical Support, the best approach is to keep an AMP in force.

You may buy or renew an AMP by just giving us a call or sending us an e-mail: Please call: 800.575.0007 or [click here to send us an e-mail...](#)

Step-by-Step Guides from Active Practice



Step-by-Step Guides for new versions and Service Packs

By Wells Anderson

When you buy or renew an Annual Maintenance Plan through us, you receive Step-by-Step conversion and update guides for Time Matters / Billing Matters at no charge. These guides provide in-depth advice and instructions that go well beyond the LexisNexis installation guides for new versions.

Our most recent conversion guide is [Conversion to Version 10](#). It is available for you to purchase or to receive free if you buy or renew an AMP through us. The guide is **updated with new information** on our website. [Click for more...](#)

Our conversion guides provide details and extensive advice on installing and setting up your new versions of Time Matters and Billing Matters. Our update guides inform you about improvements and important fixes in Service Packs that update your Time Matters and Billing Matters software.

For example, our Conversion to Version 10 guide gives specific information about hardware and system software appropriate for Version 10 of Time Matters and Billing Matters. Did you know that you **do not need special server software or server hardware** to run Time Matters in a small office? There are advantages to specialized server products, but they are not necessary. Our guides provide details and extensive advice on hardware, software and conversion of your data and settings.

We also sell in-depth, illustrated step-by-step user guides to various features in Time Matters. Visit our [Guides Page](#) for descriptions of these guides. [Click for more info...](#)

If you have any questions, please call us at **800.575.0007** or [click here to send us an e-mail...](#)

About Active Practice

Wells H. Anderson specializes in Time Matters and Billing Matters software, offering customization, training and support via telephone, Web conferencing, and training materials.

Winner of the Legal Technology Consultant of the Year Award, 2000 and Best Legal Blog, 2005 from TechnoLawyer

President, Active Practice LLC

LexisNexis Certified Independent Consultant, certified in Time Matters, Billing Matters, Enterprise and World Server

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Training and Customizing Time Matters

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