



COMPLEMENT YOUR MAINTENANCE WITH OUR TIERED PLANS **CityView Maintenance Memberships**

Our tiered plans go above and beyond what is currently offered with your standard annual maintenance and support with additional pre-paid services.

CityView is pleased to offer you an opportunity to purchase a bundle of annual services. Our bronze, silver, gold and platinum memberships are added to your annual support and maintenance, pro-rated to match up with your existing renewal periods. We offer four membership levels so that you can select the one that best fits your organization's wants, needs and budget.

By bundling services together, you will only need to obtain budget approval once annually, rather than each time you desire additional services. Plus, each package includes one or more passes to the annual customer conference, an event you don't want to miss!

Sample services offered with these plans include:

- Environment health checks - Let us help you tune up your CityView system
- Access to our premium online learning content for a certain number of named users, based on the maintenance level you select
- Recommendations for increased performance, efficiency and efficacy, once we analyze your current system
- Tailored Webex training - You choose the topics of most value
- Report creation
- Customizations
- Configuration

Membership means you won't be faced with unforeseen expenses or changes to your budget mid-year.

The platinum membership provides the most services, including everything from our current memberships plus project management, fee schedule updates, proactive system monitoring and custom documentation.

CityView offers four add-on maintenance plans:

- Bronze membership
- Silver membership
- Gold membership
- Platinum membership

Contact us

1.866.988.8324
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A CityView Support expert will be more than happy to discuss your needs in order to recommend the option that best suits your organization.



Compare Plans

	BRONZE	SILVER	GOLD	PLATINUM
				
Premium Online Learning Content Gain access to CityView's premium online learning content for a certain number of named users, based on the level selected.	0	1	3	6
Customer Conference - Prepaid attendees Increase technical know-how and leverage best practices from industry peers by attending the annual customer conference.	1	2	4	4
Additional Upgrades Our support team will perform these upgrades in addition to the two upgrades per year in your standard maintenance agreement.	-	1	2	2
Environment Health Check Tune up your CityView system. Our team will analyze your system and make recommendations to increase performance, efficiency and efficacy.	1	1	2	2
Custom, Remote Training Delivered by Webex and customized to your needs, these sessions address the topics most important to you.	6	12	24	40
Hands-on Support Scheduled processes	-	16	16	32
Other Services Let our CityView experts help you with configuration, reports and customizations.	12	24	48	120
Proactive System Monitoring Keep your system running smoothly with monthly monitoring and expert guidance.	-	-	-	Incl.
Fee Schedule Updates	-	-	-	32
Custom Documentation	-	-	-	40
Onsite Support	-	-	-	4 days
Project Management				Incl.
Call for Pricing	Contact Us	Contact Us	Contact Us	Contact Us

Quantity refers to 1 unit or number of hours with the exception of the customer conference, which refers to number of pre-paid registrants and premium online learning content, which refers to the number of named users. Support plan benefits cannot be carried over into subsequent maintenance years nor can they be exchanged for product. Travel costs and expenses related to onsite support & customer conference are not included in any of the above prices. 2023 pricing is proprietary and confidential.

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