



Exceeding the Information Management Needs of City and Town Clerks and Non Profit

TCS™ Upgrade to your hardware environment

March 26, 2012

To: All IMAS clients
From: IMAS support
Regarding: Upgrades, new hardware/software/system installations

Dear Valued Client,

We are dedicated to making sure your IMAS platforms interface seamlessly with any new hardware or software introduced into your system. To make that happen, we need your help.

As you prepare for any hardware or software upgrade—if you get a new server, or move from Office 2003 to Office 2010, or get a new disk drive—**please fill out and submit a support ticket at webtownhall.com**. The more time we have to prepare, the better able we'll be to prevent downtime and unpredictable results. Our goal is smooth conversions.

If time is of the essence, send an urgent email to support@imasllc.com. Offer two time slots at least three business days in the future from which we might choose to schedule a conversation between IMAS support staff / systems implementers and your I/T department. Include as many details in the message as you can and we will do our best to accommodate your earliest availability. You will have a response from IMAS within two days.

We regret that we cannot address conversion issues without sufficient time to prepare. Thank you very much for your help. As always, feel free to contact account manager John Dresch directly at jwdresch@imasllc.com and 800-775-3107 or 203-775-3101 if you have any questions or concerns.

Thank you,

John

John W. Dresch
Client Account Manger

P.O. Box 5281 Brookfield, CT. 06804-5281
Tel. 800-775-3107 or 203-775-3101 * Fax 203-740-1690
Email- jpires@imasllc.com - jwdresch@imasllc.com www.webtownhall.com