



aSa Client Care ensures that your aSa software works hard for you today ... and gets even better tomorrow.

- **Keep your aSa software current**
It's easy to ensure that you have the most current version of aSa software. As a Client Care member, you will receive free upgrades to your aSa e^r products.

- **Free members-only online training**
Our eLearn training site lets you to increase your knowledge and skills from the comfort of your own office.

- **Get assistance when you need it**
Client Care customers have direct access to our world-class support staff via toll-free phone, e-mail, and web. After-hours support is also available if you need help when our office is closed.

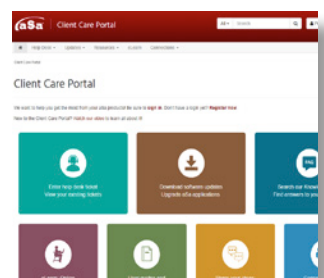
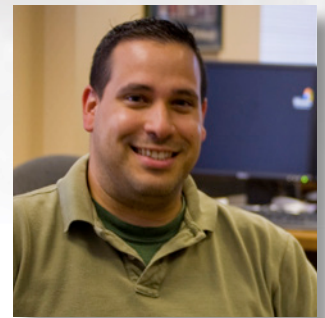
aSa's Client Care enables you to take full advantage of free software upgrades, invitations to special events, and dedicated phone and online support. As a Client Care customer, you'll also have the opportunity to provide input about what new features you'd like to see in future software releases. The Client Care plan is a valuable service with numerous benefits that make your aSa software work harder for you.

An Investment in Your Future

aSa is dedicated to providing the best software in the rebar industry. As a member, you play a key role in the research and development of future software releases. Whether you use our Estimating, Production, Rebar Financials, or CAD/Detailing applications, we welcome the input and suggestions of any subscribing client to help make your experience with our products more productive. Members also reap the benefits of free upgrades as soon as they become available.

Resources at Your Fingertips

aSa is focused on making your investment in rebar software a rewarding experience. As a participant in Client Care, you'll receive member-only access to our Client Care Portal, a special website specifically created for you. For example, you can download program updates and documentation, find answers to hundreds of questions in our Knowledgebase, and enter and manage Help Desk tickets. The semi-annual Reinforcer newsletter provides information on the latest happenings at aSa and the rebar industry. Every month, Client Care members also receive the e-mail Reinforcer Express that provides information on key topics of interest and scheduled training.



- **Help us help you**

While aSa strives to produce the best rebar software for your investment, we also welcome input from our Client Care customers regarding the functionality and efficiency of using our tools based on your particular needs.

- **Free marketing for your company**

As a Client Care member, you can use the aSa Rebar Network logo on your business cards and letterhead. Additionally, aSa publishes a directory of contract estimators and detailers that fabricators often use when outsourcing these services.

- **You're invited**

Client Care customers receive member-only invitations to seminars and our bi-annual aSa Software Forum.

- **Help at your fingertips**

All Client Care members get access to the Support area of our website, filled with helpful information and resources.



aSa Software Forum attendees learn about aSa Scheduling (left) during one of many sessions. Every two years, aSa conducts a software forum where attendees can learn, participate, and exchange ideas regarding the aSa product suite. The forum, free web training sessions, and special newsletters are among the many benefits available only to aSa Client Care customers.

Special Events for Client Care Customers

aSa conducts a bi-annual forum exclusively for Client Care customers. The aSa Software Forum includes general sessions covering each aSa product line, in-depth workshops, and dedicated discussion times where attendees can exchange ideas and make suggestions for future development. As one of North America's largest gatherings of industry experts, the forum also provides the opportunity for participants to network and learn from each other.

eLearn Access

Client Care members have exclusive access to aSa eLearn, our online training site. Train at your own pace on your own schedule, and the system tracks and reports all of your learning activities. Our library of eLearn classes — free to all Client Care members — includes everything from quick “What’s New” presentations to comprehensive courses with quizzes, links to documentation, and printable completion certificates.

Top-Notch Support

When you have a question or problem regarding your aSa software, aSa's trained professionals provide the answers you need to get you back on track. We have more people available to help you than any other rebar software company in North America. aSa's staff includes IT and rebar industry experts, and many of our consultants are certified in Microsoft and Sage and solutions. Client Care members have direct access to aSa's toll-free 800 number, e-mail support, and the online Portal Help Desk to find the answers to any aSa-related technical support question.

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