

# MAPCON On-Demand

## Service Excellence Promise

### Upgrade/Downgrade Protection

Modules and features can be added or subtracted from MAPCON On-Demand at any time.

### Rapid Response

If you contact our support department, we will provide:

- Real people answering the phone
- Acknowledgement or resolution within 4 hours of your customer support request
- Ongoing updates installed automatically

Support hours are:

Monday through Friday 8-5 CST

### Product and Service Quality

Our goal is to deliver high quality products with 100% customer satisfaction. If you encounter an issue with your MAPCON On-Demand application or services, we will provide the following:

- A product that operates as described in our online product documentation
- 10% fee reduction on late or over-budget services, with no questions asked

### You Own Your Data

If you ever decide to leave MAPCON, at your request, we will send you a backup copy of your data.

### Notice of Outages or Upgrades

We will make every effort to inform you by email of outages, system or software upgrades at a minimum of 24 hours before the event.

### Data Protection

Your MAPCON system and data will be backed up hourly and transferred nightly to out-of-state Microsoft® Azure storage located in the United States. If requested, we will also provide, at no extra charge, a nightly file transfer of your data to your FTP server account.

### Data Security

Mapcon Technologies trains our staff and maintains Information Security, Business Continuity, Disaster Recovery and Risk Management policies to safeguard your data. These internal policies include security awareness training, change control, Anti-Virus, Anti-Malware, Endpoint security, access control, patch management and incident response procedures.

### Billing

MAPCON On-Demand subscriptions will be automatically billed monthly to a credit card or invoiced. Electronic Funds Transfer (EFT) is available upon request. The billing date will be the first of the month following the purchase date.

60 Day Money back Guarantee!

### Server Hosting and Availability

All On-Demand systems are currently hosted at a Tier 3 SSAE 18 Compliant Data Centers in the United States. Our Server Host features industrial grade environmental systems to minimize risks from electrical power failure, fire, water damage, acts of nature, and unauthorized access. The facility includes strict environmental controls, integrated fire detection and suppression systems, and enhanced security measures.

Read more about our server host here:

[https://lightedge.com/wp-content/uploads/2025/01/Des\\_Moines\\_DC\\_Slickpdf.pdf](https://lightedge.com/wp-content/uploads/2025/01/Des_Moines_DC_Slickpdf.pdf)

### MAPCON On-Demand

The Best Way to Run Your Maintenance Department

- Superior Maintenance Management Software
- Real-time business visibility from anywhere in the world
- An open, on-demand platform
- Easy administration and configuration without programming
- Lowest total cost of ownership.