

Laserfiche[™]

October 22, 2019

Town of Los Gatos
110 E. Main Street
Los Gatos, CA 95030

Dear Sir/Madam:

Laserfiche policy dictates that ECS Imaging, Inc., as your current Solution Provider of record, is the sole Solution Provider that can download software licenses and activations for you. In addition, unless you change your Solution Provider of record, only your current Solution Provider of record can provide you with additional Laserfiche software to expand or upgrade your Laserfiche system and renew your Laserfiche Software Assurance Plan (“LSAP”). Please note that we have generally found that the Solution Provider that has implemented and supported your Laserfiche system is likely to have a better understanding of your current system. Thus, it may take some time for a different Solution Provider to gain that same understanding.

Should you decide to change your Solution Provider of record, you will need to complete Laserfiche’s change of Solution Provider process, which usually takes about 30 days to finalize. For further clarification, please feel free to call or email your District Manager, Martha Morales, at 562-988-1688 x 115 or martha.morales@laserfiche.com.

Regards,

Hedy Belttary  10/22/2019 06:58
PM EDT

Hedy Belttary
Senior Vice President of Sales