MelilloSMART
Empowering Your Vision

SUPPORTTRAX

As your business grows, so does the volume and complexity of your software and service contracts, making it harder to stay on top of critical renewal and termination dates. And if you've ever missed a contract deadline, you know all too well the pain of having to pay a service fee that could have been avoided.

Beyond missing deadlines and paying unnecessary service fees, manually tracking contracts with different dates and terms is overwhelming to your staff, prone to human error, and eats up resources that could be spent elsewhere—all of which translates to more money out the window. Fortunately, there is a simpler, less costly path forward.

At Melillo, we offer specialized renewal management software and support, helping to automate and modernize the renewal process. Our SupportTRAX advanced asset and contract management tool supports a highly streamlined approach to licensing renewals.

WITH SUPPORTTRAX FROM MELILLO, YOU BENEFIT FROM:

- **Access to critical information:** Including license count, serial numbers, support level, term dates and more, in a real-time easy-to-access user portal

- **Dedicated Melillo Renewals Team:** To manage your renewals from start to finish offsetting the responsibility of contract and asset management from your staff

- **Advanced notification:** Up to 180 days proactive notification of expiring support contracts

- **Avoid Late Fees:** Proactively managing your support contracts preventing Return to Service (RTS) fees

Plus, with a 30+ year history helping businesses thrive with technology, we are always one step ahead, offering proactive alerts and live support to ensure you are managing your renewals efficiently and getting the most out of your licenses. For more information about how Melillo can simplify your contract renewals process, keep you up to date on all renewals, and save you money with SupportTRAX, contact us here.