



Overview

Maintenance and support in the software subscription

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Maintenance and Support Overview

Push your performance is the motto of our software maintenance and software support. This ensures that you always work with the latest versions of our products and benefit from fast response times. We will inform you immediately about new enhancements.

Your options

Software maintenance in the software subscription:

Software maintenance is the basis for providing the latest features, bug fixes and the integration of the latest third-party components. The service price for software maintenance is already included in the service price for the software subscription. This amounts to 40% of the service price for the software subscription.

Support in the software subscription:

In addition to telephone support, you will also have access to our ticket system. We also have test systems available at our premises. A response time of 4 hours on working days between 8:00 a.m. and 5:00 p.m. ensures that your enquiries are dealt with quickly.

We promise professional support even without a support contract. We charge for our services according to the current service price list. Unless otherwise agreed, paid support begins on the first day of the month following the initial user training. Billing is based on 15-minute increments in accordance with our current service price list.

Optional service framework agreement for software subscription:

This complete package provides you with comprehensive support. The support agreement in this contract guarantees fast assistance for your users when implementing your media output!

An upgrade to 24/7 support is available as an option.

With the service framework agreement, which you can choose as an option, you are guaranteed a minimum discount of 15% on all daily rates for additional services.

At a glance

- Costs: 40% of the service price for the software subscription
- We undertake to provide you with at least one update per year.
- You are entitled to all updates within a calendar year.
- 15% savings on the cost of conversion services
- Unless otherwise agreed, the contract shall commence on the first day of the month following installation of the modules.
- The minimum term of the software subscription is 36 months. If it is not cancelled in due time, the term is extended by one year at a time. The notice period is 3 months to the end of the respective term.

- Unless otherwise agreed, paid support begins on the first day of the month following the initial user training.
- Access to our ticket system
- Test systems in our company
- 4-hour response time (weekdays from 8:00 a.m. to 5:00 p.m.)
- Billing in 15-minute increments
- Billing takes place at the end of each calendar month.
- Billing in accordance with the service price list valid at the time of service provision.

- You can optionally save 15% on all additional services.
- Billing takes place at the end of each calendar month at the latest.



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