

Software Assurance Contracts

Guarantees you the latest updates and fixes for your Equisys software and ensures continued access to technical support.



Contract options

Equisys offers two maintenance contract options, Software Maintenance and Software Assurance.

Software Maintenance is our premium option which provides telephone support with a response time under 2 hours and priority email support with a response time under 24 hours.

Software Assurance is our standard support contract. It gives you email support with a response time under 24 hours. It does not provide technical support via telephone.

All Zetafax starter systems and Zetafax Upgrades include one year's Software Assurance as standard but this can be upgraded to Software Maintenance and/or 2, 3 or 5 year contracts. Maintenance contracts future proof your Equisys software. They provide a number of key benefits.

Access to software updates

Software maintenance contracts are a cost effective way of keeping your software current with bug fixes or support for latest platforms such as Windows Vista, Windows Server 2008 or Lotus Notes 8 and Domino.

Software updates are only available to customers with current maintenance contracts. This includes:

- Individual fixes (downloadable 'patches')
- New version releases
- Service pack releases

Customers without software maintenance contracts are not entitled to any new software updates.

Inclusive technical support

Technical support is included with all maintenance contracts and is provided by our highly skilled Equisys support staff (either direct or via your reseller). Support provides an insurance policy for your system ensuring that it continues to provide maximum benefit to your business:

Options at a glance

Software Maintenance

Provides telephone support with a response time under 2 hours and priority email support with a response time under 24 hours.

Software Assurance

Provides email support with a response time under 24 hours. It does not provide technical support via telephone.

Included with Software Maintenance

- Priority support by telephone with a 2 hour response time
- Technical support by email with a 24 hour response time
- Emailed 'hot fixes'
- Online knowledge base

Included with Software Assurance

- Technical support by email with a 24 hour response time
- Emailed 'hot fixes'
- Online knowledge base

Lapsed software maintenance contracts

We recommend that you keep your software maintenance contract current renewing it by the contract end date. If you do not renew before the expiry date you will not be eligible to receive software updates or support.

Customers that allow their contracts to lapse will also be charged a premium for a renewal.

Next steps

For further information about Equisys Software Maintenance Contracts call Equisys Sales, speak to your reseller, or visit www.equisys.com to find out more.

Customer testimonial

"I have to say yours is among the best support team I have dealt with in years, Your team's knowledge, response and friendliness are fantastic."

Lee Wral, Digital Vision

"In my role as a service engineer and reseller, I talk to technical support from many software manufacturers, and it seems the bar has been raised in recent years. I congratulate Equisys for helping to set a new standard that makes owning and servicing technology so much more bearable and positive for my peers and clients."

Innovative, Inc.

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