

Maintenance and Support explained

What is the Maintenance and Support Plan?

The Maintenance and Support plan is a contract tied to your Syncplify software license, designed to provide you with comprehensive support and updates. Here are the key benefits you can expect:

- **Software Updates and Upgrades:** Access to all minor and major version updates released during the subscription period.
- **Documentation and Knowledge Base:** Full access to our extensive documentation and knowledge base resources.
- **Email and Ticket Support:** Assistance via email or ticket system for incidents such as software bugs or unexpected behavior.
- **Remote Assistance:** Remote assistance, including remote desktop sessions, phone calls, or online meetings, is a valuable part of our support services. However, please note that this type of support can only be initiated by our support staff when they deem it necessary to resolve your issue. We appreciate your understanding that this service is not available for customer-initiated requests. Our support team will assess each situation and offer remote assistance if it is determined to be the most effective way to address your needs.

Importance of Running the Latest Version

To ensure you receive the best possible support, we recommend keeping your Syncplify Server! up to date with the latest version. Our team continuously works to improve the software and fix reported issues, so the most recent version is likely to resolve many problems. If you encounter an issue with an older version, updating to the latest release may solve it and save you time. If the issue persists with the current version, our support team is ready to assist you promptly.

Understanding Incidents

It is crucial to distinguish between what constitutes an incident and what does not:

- **Incidents:** If the software behaves differently from the official documentation or if you have identified a bug, this is considered an incident. The resolution of such issues is included in the Maintenance and Support plan if it is active.
- **Non-Incidents:** If you are unsure about how to perform a specific task, this is not considered an incident. We kindly ask you to refer to our documentation and knowledge

base before contacting our support team. If you still prefer our assistance with these tasks, please note that they will not be covered under the Maintenance and Support plan but can be addressed through our Professional Services.

Costs

The cost of a maintenance and support plan is typically around 30% of the license's MSRP. However, you can benefit from discounts by pre-paying for multiple years of maintenance and support during your license purchase.

For example:

- A single Basic license (\$349) would have an annual optional subscription cost of \$104.70.
- Two Professional licenses without WebClient! (\$849 each, total \$1,698) would have an annual optional subscription cost of \$509.40 ($\$254.70 * 2$).

By understanding these details, you can make the most of your Maintenance and Support plan and ensure seamless operation of your Syncplify Server!.

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