

ELP Maintenance Benefits

All stethos products require maintenance for the initial term of the license because our customers have told us that maintenance is an insurance policy for their success. Without one, we cannot ensure the security or availability of your technical infrastructure. There are FOUR major reasons our customers tell us why they maintain an active maintenance agreement for stethos products.

1. Access to New Features, Updates, Enhancements and Fixes

Revisions and updates to our products are made throughout the year. They are made because:

- Updates are required from time to time to address compatibility and or/third party software changes, e.g., regular Operating System updates, and in order to continue to operate we need to update our code or
- They are made to enhance features to our current versions of the software; or
- They are made because there are issues with our software running in your environment (we cannot test all environments or configurations).

When you have a maintenance agreement, you will get automatic and instant access to the latest product versions, updates, enhancements and fixes.

2. Complete Support Protection

Benefit from email, web and phone support. stethos offers global support to ensure you face minimal downtime and your problems are addressed as soon as possible by qualified and experienced support representatives. We want our customers to succeed and we are aware that the introduction of new technology is difficult. Therefore, stethos is not only available for support type questions but also to give implementation advice to assure customers that their introduction to new technologies will be a smooth process and a complete success.

Some companies' support only includes phone or email contact and an additional charge for upgrades. stethos maintenance is an all-inclusive cost: from phone support, web and email to code fixes, new versions (which will include new features) and new releases (which address minor and major issues). A stethos maintenance agreement is a small insurance policy to pay to protect your company's data and or infrastructure.

With system changes and updates occurring as companies change, through moving installed servers to new infrastructure or upgrading them to new operating systems it may require the software to be re-licensed. As part of the support protection stethos offers re-licensing of software only while customers have valid maintenance agreements in place, therefore making a maintenance agreement is a key part of an organizations strategy to ensure systems stay running.

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3. Protect your investment and your assets: Know that your systems are current

The best way to leverage your initial investment is to ensure that your maintenance agreement is current. It is the least expensive way to keep your software product up-to-date. stethos ELP product suite is constantly being updated to address ever-changing security threats and to continue working optimally in their environment. With maintenance you are not only protecting your investment but also your network and organization. You get expert problem resolution. We are the ones who developed and maintain the product: let us be your insurance policy to a more secure and protected IT infrastructure.

4. Compliance Concerns

Compliance and systems integrity is a driving force to having current maintenance on software. Regulations and laws are a growing concern for management and systems administrators. You need to show that your systems are secure, that your data's integrity has not been compromised and that you have redundancy measures in place.

Without a maintenance agreement, the risk that your systems may not have the latest patches or security updates greatly increases. So does the risk that an audit will discover flaws in the network that could have easily been addressed with regular software updates – something that could be done with relative ease if you had an active maintenance agreement.

The cost of failing an audit or suffering a security breach is many times higher than the cost of a year of maintenance. That thought alone should justify the investment in a maintenance program.

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5. How it works

Basic principle

- Without maintenance: No product support, no updates, no license/module repurchases.
- With maintenance: Free software updates and support.

Start of maintenance

- At least 12 months of maintenance are included with the purchase.
- Up to 60 months available on request (longer periods only on request).
- Invoicing: At the start and throughout the entire maintenance period.

Renewal (follow-up maintenance)

- Possible at any time before expiry: 12–60 months. The price offered by stethos is exactly 20% of the current daily purchase price of the software license alone.
- If no renewal takes place, the software remains usable, but without maintenance services.

Grace period

- 30 days after the end of maintenance, it can be reactivated at no additional cost.

Reinstatement after expiry of the grace period

- After expiry of the grace period, reinstatement is possible under the following conditions:
In addition to the maintenance calculated according to the price list, the pro-rata monthly maintenance amount is doubled for each 30-day maintenance gap as a reinstatement fee.