

Software Maintenance



The Benefits of an Austco Software Maintenance Agreement

The key to ensuring your Austco software continues to deliver reliable performance is to make certain it is up to date and that you have ready access to expert support whenever needed. It is important to protect your customers' investment in Austco software with a Software Maintenance and Support program which covers essential services such as:

Software Lifecycle Management

Maintain optimal software performance by keeping your applications current. A Software Maintenance and Support Agreement entitles the customer to software updates, enhancements and major releases for licensed software for the duration of the software product lifecycle. Additional information on the Austco Software Product Lifecycle can be found [here](#).

License Transfer

Easily transfer licenses. In the event of out of warranty Austco hardware failures, a replacement in-kind software license will be issued at no charge with an active SMA. You may also migrate your system from legacy equipment to newer equipment at no additional charge.

Support

Minimize downtime with no charge priority access to support. Software support includes everything from problem escalation, priority support and remote installation and troubleshooting support to critical response team engagement. Technical support is available via Austco's Helpdesk and online ticketing system. Certain support requests may be chargeable for customer sites without an active SMA.

Remote Access Support

Our technical support team can connect to your Austco system via a secure Virtual Private Network to help troubleshoot difficult problems, saving time and reducing costs. The customer must provide access to their network for remote access support.

System Check

Ensure the optimal performance of your system. Once per year on request of the reseller, Austco will perform a remote system check and identify ways to improve performance of your customers' Austco software.

Renew your Software Maintenance Agreement

SMA renewal notices will be sent prior to expiry. To renew your Software Maintenance Agreement, contact us at smarenewal@austco.com or by phone:

Australia	+61 3 9209 9677
Asia and Middle East	+65 6481 8400
Canada	+1 416 620 1830
New Zealand	+64 9 280 4277
UK/Europe	+44 (0) 1527 877 778
USA	+1 972-929-0974

Please contact your regional office for pricing and further details.

Austco's Software Maintenance and Support agreement can be viewed [here](#)

Software Maintenance



Austco Software Maintenance Agreement Conditions

Mandatory First Year Maintenance

Austco's Software Maintenance Agreement is required with each new system, upgrade and expansion. After the first year, renewals are optional; however, software updates, new releases and license transfers require an active support agreement. Additional licensed software, including integrations, will be billed to the reseller on a pro rata basis from the remainder of the current maintenance year and on a full year basis thereafter. SMA coverage begins on the date the software license is issued.

Pricing

The Maintenance Agreement is priced at 20% per annum of the full list price of the software (part # IPC-SMA). The first year SMA is not included in the license price. Please check with your local sales representative for further details.

License Transfers

In circumstances where a license transfer is required due to an Austco hardware failure AND the hardware is under warranty, a replacement in-kind license will be provided immediately at no charge and without an active SMA. Failed Austco hardware must be RMA'd within 20 days for analysis to determine cause of the failure. If the hardware is not RMA'd, an invoice for the full value of the replacement license will be issued.

In instances where a license transfer request is not related to a warranted hardware failure, an active SMA is required before a replacement license will be issued. These instances include but are not limited to: 3rd party server failures and ACS-110 to VM transfers. For ACS-110 to VM transfers, the ACS-110 HDD must be RMA'd within 20 days. If the HDD is not RMA'd, an invoice for the full value of the replacement license will be issued.

Software Updates

Software updates are only available to those customers with an active SMA. Austco provides support for its latest version and one major version prior. Austco reserves the right to refuse support for any versions older than one version previous. Should Austco determine that system issues can only be corrected with a software update, the purchase of an SMA will be required. If an SMA has lapsed, a catch-up fee will apply.

New Features

An SMA must be purchased along with all new software features added to an existing system. If the existing system is not covered by an SMA, maintenance for the entire system, including new features, must be purchased prior to adding the new features. For systems with an active SMA, the costs for covering new features will be added to the existing SMA on a pro-rata basis.

Software Maintenance does not include any of the following:

1. Custom programming services
2. On-site support, including installation of hardware or software
3. Support of any software outside of your Austco system
4. Hardware support of host system or any ancillary systems
5. Training or instruction
6. Out-of-pocket and reasonable expenses, including hardware and related supplies

Reasons to Purchase Software Maintenance

Adaptive Reasons

Software continuously changes, and regular maintenance is required to help adapt to these changes. Where integrated systems are involved, a third-party software or hardware update may affect your Austco software. In essence, adaptive maintenance is required to keep your software current in changing circumstances to help increase the lifespan of your Austco system.

Preventive Reasons

Maintenance is important for bug fixes. This might include bugs reported by customers or issues related to changes in 3rd party hardware or other accompanying parts of the system. Maintaining your Austco software reduces the chances of major system issues and downtime in the future.

Perfective Reasons

Software maintenance fine tunes the performance, functionality and usability of your Austco software. It can range from simply changing the GUI of the software to make it more user friendly to making drastic changes in the code to improve the performance and add new features.

Legal Reasons

Software maintenance is not just important for technological reasons, but it is vital that your system is working optimally for legal reasons. Nurse call is a life safety system which is designed to protect patients and residents, so it is critical that your system does not fail in a time of need to avoid unnecessary legal costs.

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