

TRANSMILLE PROCAL CALIBRATION SOFTWARE

SOFTWARE SUPPORT PACKAGE OVERVIEW

A software support package is available for users of ProCal which ensures that users receive the latest applicable version of ProCal.

Summary of Benefits

A list of benefits and exclusions included within an active software support subscription can be found below :

	Included in software support?
Minor Version Updates (V5.1 -> V5.2)	YES
Major Version Updates (V5 -> V6)	NO - Annual software licences which include Major Version Updates are available
Discounts on Major Version Updates (V5 -> V6)	YES
Bug Fixes	YES
New Features	YES
Example Crystal Reports	YES (Provided on request)
Procedure Store Discounts	YES - £200 store credit per month (£2,400 per year)*
Discounts on custom procedure development	YES
Phone & Email Support	YES
Access to subscribers only section on Support Portal	YES
20% Discount on crystal report customisation	YES
Feature Requests	At Transmille's Discretion
Installation	NO
Restoration of Data	NO - Transmille will assist but we are not responsible for data loss if a suitable backup strategy is not in place
Training	NO - Contact Transmille for training quotation

*Store credit does not accrue from month to month.