

# Software Maintenance Contracts

Guarantees you the latest updates and fixes for your Equisys software



## Contract options

All Zetafax starter systems and Zetafax upgrades include one year's Software Assurance as standard. However, this can be upgraded to 2, 3 or 5 year contracts.

Software Assurance contracts future proof your Equisys software. They provide a number of key benefits.

## Access to software updates

Software Assurance is a cost effective way of keeping your software current with bug fixes and service pack releases. Software updates are only available to customers with current Software Assurance contracts.

Updates include:

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

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

## Access to chargeable new releases

Equisys is constantly developing its software products, defining new technical features to enhance and upgrade performance, improve usability, extend and enrich functionality and to support Microsoft and other vendors' platform developments. Software Assurance provides access to all new version releases.

## Support for the latest platforms

New operating systems are released regularly, and you may have a policy to update your own systems. With Software Assurance, you have access to the complete range of supported platforms for your Zetafax system, enabling you to migrate your fax software seamlessly. For example, with the latest version release Equisys has added support for Window Server 2008 (32 bit and 64 bit), Windows Server 2003 (64 bit) and Lotus Notes 8 and Domino.

## Benefits

**Peace of mind** – priority access to new version releases, software updates and feature packs

**Keeps you current** – ensures your software supports platform changes and new feature enhancements

**Saves money** – Software Assurance can cost nearly 50% less than a full Zetafax upgrade (5 user systems)

**Predictable budgeting** – allows annual planning so you always know what your Equisys software will cost

Equisys Software Assurance provides an extended guarantee so that you can always benefit from the latest Equisys software. It is valid for 1 year following purchase – or 2 and 3 years at discounted prices – and ensures you get the most value from your Equisys software.

Software Assurance is available to existing customers considering an upgrade, as well as those buying Equisys software for the first time.

## Lapsed software maintenance contracts

We recommend that you keep your Software Assurance 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](http://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 Wrall, 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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Ref code: SA-03



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