

Software Assurance and Maintenance

Guarantees you the latest updates and fixes for your Equisys software and ensures continued access to technical support



Contract options

Equisys Software Assurance and Software Maintenance contracts ensure that you keep up to date with all of the latest updates and releases of our Zetafax product. It also ensures that you have access to Equisys' team of technical support experts, either directly or via your software provider. Equisys offer two options to maintain and support your Zetafax system:

Software Maintenance

Software Maintenance provides telephone support, and priority email support for Zetafax customers in the UK. It also allows access to all the software updates provided for Zetafax.

Software Assurance

Software Assurance is our standard option, and provides email support with a 24-hour response time. Customers with Software Assurance outside of the UK can also receive email support via their software provider. Software Assurance also provides access to Zetafax software updates for all customers.

Owing to the importance and value of keeping your software up to date, all Zetafax starter systems and upgrades include one year's Software Assurance as standard. This is then renewable on the anniversary of the purchase.

Software Assurance can also be upgraded Software Maintenance and/or to 2, 3 or 5 year contracts to fully future proof your Equisys software.

Access to software updates

Software Assurance and Software Maintenance contracts are a cost effective way of keeping your software current with support for latest platforms such as Windows 7, Exchange 2010, Office 2010, Windows Server 2008 R2 or Lotus Notes 8 and Domino.

Updates are only available to customers with current Software Assurance or Software Maintenance contracts. This includes:

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

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

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 or Software Maintenance you have access to the complete range of supported platforms, enabling you to migrate your fax software seamlessly.

Options at a glance

Software maintenance

Provides telephone support with a response time under 2 hours and priority email support

Software Assurance

Provides email support with a 24-hour response time. It does not provide technical support via telephone.

For example, with the latest version release Equisys has added support for Microsoft Office and Exchange 2010, VMware ESXi 4.0 and vSphere, and Microsoft Hyper-V.

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 and Software Maintenance provide access to all new version releases.

Inclusive technical support

Technical support is included with both contracts, and is provided by our highly skilled Equisys support staff (either direct or via your reseller). Support provides an insurance policy for your system ensuring that it continues to provide maximum benefit to your business.

Included with Software Maintenance

- Telephone support with a 2 hour response time
- Priority email support
- Emailed 'hot fixes'
- Online knowledge base

Included with Software Assurance

- Technical support by email with a 24-hour response time
- Emailed 'hot fixes'
- Online knowledge base

Lapsed software maintenance contracts

We recommend that you keep your Software Assurance or Software Maintenance contract current by renewing it before it expires. If you do not renew before the expiry date you will not be eligible to receive software updates or support. Customers that have allowed their contract to lapse will need to pay a reinstatement fee in order to rejoin the scheme and gain access to any updates or technical support.

Next steps

For further information about Equisys Software Assurance or Software Maintenance Contracts, call Equisys Sales, speak to your reseller, or visit www.equisys.com.

Customer testimonials

"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.

Equisys plc Equisys House, 32 Southwark Bridge Road, London SE1 9EU, UK
T +44 (0)20 7203 4000 F +44 (0)20 7203 4005 E sales@equisys.com

Equisys Inc 30000 Mill Creek Avenue, Suite 335, Alpharetta, GA 30022, USA
T +1 (770) 772 7201 F +1 (770) 442 5789 E sales@usa.equisys.com

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