

Maintenance Package

Product Details

Deliverables

Maintenance Package Clients have for the duration of the Maintenance Package access to the following:

- **Free Delivery** (per download) of **Software Updates** (bug fixing and possibly new functionality) for the currently installed ViFlow version.
- **Free Delivery** (per download) of **Program Upgrades to new ViFlow Program Versions**
New versions of third-party software (e.g., MS Visio, MS SQL Server, MS Access, etc.) may be required for the operation of the new ViFlow versions. The third-party software is not included as part of the ViFlow Program Upgrade and any necessary third-party software must be obtained from the respective manufacturer.
- **Technical Support** (e.g., an error has occurred, or a function does not operate as expected) per telephone or email during the support times of ViCon or the Canadian Competence Center.
- **Professional Support** (modeling related support, solutions to particular requirements and best-practices suggestions) per telephone or email during the support times of ViCon or the Canadian Competence Center. Professional Support is limited to 15 minutes per instance/call and does not replace training or consulting!
- **2nd-Level-Support** through the development team per telephone or email during the support times of ViCon.

Terms and Conditions

The Maintenance Package can be purchased with the license purchase, or up to four weeks later.

The Maintenance Package is always calculated for **all** ViFlow versions (ViFlow, ViFlow-Reporter, WebModelViewer PRO, QuickSearch) that are registered to the Client (Client Number). The Maintenance Package cannot be purchased for only part of the licenses.

The Maintenance Package is valid for 2 years from the purchase date, rounded to the end of the purchase Month.

If additional licenses or upgrades (e.g., STD → EPR) are acquired during the 2 year period of the Maintenance Package, the cost of the Maintenance Package for the additional licenses will be automatically calculated and invoiced for the remainder of the initial 2 years (rounded to full months).

The Maintenance Package is no contract and all deliverables end automatically on the day stated on the Maintenance Package invoice. Clients have the option to purchase the Maintenance Package again.