

UPDATE CONTRACT

STAY UP TO DATE - if you have purchased a software solution from us and you run the application in your own web-server, the update-contract can be interesting for you. With the update-contract you keep your installation up-to-day and you benefit from ongoing new features and improvement.

WHY UPDATES - Updates may be necessary for several reasons. On the one hand there are new web-browser versions regularly that make an update necessary. On the other hand there are server-operating-system updates as well that make an update necessary too. Regardless of these external triggers Simplessus always offers updates on the basis of bug fixes and new program features.

THE COST - for the update contract is 15% of license cost per year. The cost of installation and the update will be billed at cost by us or by a solution partner. Before a update is started, you will receive an offer.

BENEFITS - of the update contract are the lower cost for program updates and the protection of your investment for at least 12 months or longer.

SAAS CUSTOMERS - do not need an update contract, as all of our rental solutions are automatically updated.

PRECONDITION - for signing an update-contract is that you have installed a recent version of the program. Otherwise, your installation must be upgraded to the latest version of the program before. If you sign an update agreement afterwards, we only charge the regular price of the upgrade contract. However, the cost for installing the update will be higher than a regular update.

UPDATES WITHOUT CONTRACT

- are available on request as single updates. However, customers with an update-contract will pay less usually as single updates are more expensive. We will provide you a quote on request.

