

## Rockwell ThinManager Software Maintenance



---

## INTRODUCTION

Technical challenges can sometimes lead to costly downtime. ThinManager's Software Maintenance can help with short-term emergencies and ease the burden of unexpected hurdles. Whether it is to quickly respond to product questions or ensure that the latest software release is available, investing in Software Maintenance coverage for each and every ThinManager license owned is an essential safeguard for customers that want to protect their investment and eliminate potential headaches in the future.

## BENEFITS

Get back up and running faster with our global team of product support specialists who can help with installation, configuration and diagnosis of technical issues. Direct dial into 678-735-7432 or e-mail into [support@thinmanager.com](mailto:support@thinmanager.com). Live phone technical support is available 8x5, or optionally 24x7. Both phone and e-mail support are available **only on product licensing/serial numbers** that are covered by Software Maintenance. Furthermore, all ThinManager product licensing/serial numbers within a system need to be current in order to receive the benefits of Software Maintenance. Support calls and/or emails on systems containing product licensing/serial numbers that are not current on Software Maintenance will be forwarded to the ThinManager Inside Sales team. A roadmap to Software Maintenance will be detailed and quoted to customer specification. Once a purchase order is received, immediate reinvestment in Software Maintenance coverage and reinstatement of the following benefits will occur:

- 1) Live phone/e-mail technical support eligibility
- 2) Delivery of all new versions missed while uncovered by Software Maintenance
- 3) Exclusive discount eligibility on training
- 4) Trade-in credit eligibility toward V-FLEX licensing
- 5) License ownership/location transfer eligibility

---

## PRICE OVERVIEW

Software Maintenance agreements are priced per ThinManager terminal connection regardless of location. The exception to this rule is for legacy Enterprise Site/Server licenses which offer an unlimited number of terminal connections. The 1<sup>st</sup> year of 8x5 Software Maintenance is included in all new ThinManager V-FLEX license purchases, with an option to upgrade to 24x7. 8x5 Software Maintenance is 20% of the price of the terminal connection license. 24x7 is 30% of the price of the terminal connection license.

For customers current on Software Maintenance, legacy licensing (5-pack, 10-pack, 25-pack, Enterprise Site/Server, etc.) can receive the following trade-in credit for their licensing towards a V-FLEX perpetual license purchase:

- 100% if trade-in occurs within 6 months of original date of purchase
- 75% if trade-in occurs within 12 months of original date of purchase
- 50% if trade-in occurs beyond 12 months of original date of purchase

ThinManager does not offer trade-in credit of a perpetual license towards the purchase of a subscription license, or vice versa.

## LICENSE TRANSFER

ThinManager product licenses/serial numbers current on Software Maintenance may be transferred from a system in Location A to a system in Location B based upon customer needs. The Software Maintenance coverage and term on that license remains unchanged at Location B. Upon reactivation at Location B, the customer may receive a notification about the current state of Software Maintenance status for that Location B system. This message encourages a call to the ThinManager Inside Sales team to ensure expiration date synchronization of all product licenses.

---

## **LAPSES/LATE RENEWALS**

When Software Maintenance is not renewed, there will be no Software Maintenance benefits available on that particular license. As long as that renewal remains unpurchased, there will be no Software Maintenance benefits available on that license, and by extension, no access to technical support for the system in which it resides.

Without exception, that product license's Software Maintenance expiration date will remain attached to it, and the reinstated term for Software Maintenance renewal will start the day after that existing expiration date.

## **SOFTWARE MAINTENANCE DISCOUNTING**

Volume discounting is built-in to V-FLEX licensing. The more terminal connections you purchase, the more you save on the price per terminal. Since Software Maintenance is a fixed percentage of the price per terminal, discounts are earned by renewing more terminal connection licenses at the same time.

## **SYNCHRONIZATION**

ThinManager Software Maintenance is separate and distinct from TechConnect. The ThinManager Inside Sales team can provide prorated quotations synchronized to specific customer dates and/or TechConnect contract expiration end dates.

ThinManager V-FLEX licenses include the 1<sup>st</sup> year of 8x5 Software Maintenance, with an option to upgrade to 24x7 Software Maintenance. If proration is required for the 1<sup>st</sup> year of Software Maintenance, the ThinManager Inside Sales team is available to provide immediate assistance.