

# Maintenance agreement

## For WoodWing Solutions

WoodWing solutions are dynamic and market driven software products, which are under continuous development. By opting-in for a Maintenance agreement, you will protect your WoodWing investment, stay up-to-date with technology developments, and make your software expenses predictable.

### Advantages

- ≡ Business continuity well protected through well-trained support staff
- ≡ Stay compatible with the latest version of technology platforms and the Adobe Creative Suite
- ≡ Use the latest Woodwing developments available to stay competitive
- ≡ Predictable software expenses

### Why a Maintenance agreement

What is necessary for your company to stay in the lead? Do you constantly need to adopt new technologies, deliver to new media channels, or update your software platforms? Then ask yourself the question "How long will my editorial software investment last in this rapidly changing business?" But also "How can my business stay in pace with the developments?"

One thing is for sure: WoodWing has always been providing cutting-edge solutions to its customers. This is possible because of WoodWing's basic principle: building software on top of standard, well-proven technologies. This allows us to develop new software more quickly than any other company in the market.

Your publishing business can profit from this, by using the latest WoodWing software at all times. This is possible through the use of a Maintenance agreement for your software. Our Maintenance agreement offers you a number of strategic advantages, and entitles you to receive special privileges.

### Privileges

- ≡ Receive free 1st line email support from trained partner staff
- ≡ Receive free 2nd and 3rd line support from WoodWing (through partner)
- ≡ Receive free software service releases
- ≡ Receive free software updates
- ≡ Receive free software upgrades
- ≡ Option to convert seat based licenses to concurrent licenses
- ≡ Option to request additional functionality for future software versions



### Receive free email support

For the continuity of your business, it's vital to have well-trained support at hand in case things are not working as expected. WoodWing works with Authorized Solution Partners, which means they have received thorough training on all solutions from WoodWing. A Maintenance agreement entitles you to receive 1st-line email support from your local partner, who is backed up by WoodWing's 2nd and 3rd-line support. Support is valid for both the current software version, as well as

**"A Maintenance agreement protects your business continuity, and makes software expenses predictable."**

**"By receiving free upgrades, all new functionality will be at your disposal instantly."**

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**"A Maintenance agreement entitles you to receive 1st, 2nd and 3rd line email support through your partner."**

for the previous major version of the software. Your local partner may offer you an additional support agreement with regards to configuration, telephone support and training.

## Receive free software service releases

WoodWing is continuously improving and enhancing its software. Every month a service release is published to ensure you are using software that is up-to-date at all times, safeguarding continuity of your operations.

## Receive free software updates

When a considerable amount of new functionality is added, an update is released. With a Maintenance agreement, you can use all newly developed functionality at no cost.

## Receive free software upgrades

WoodWing has always been ahead of the curve by introducing state-of-the-art solutions to its customers. After making new revolutionary developments, WoodWing will release an upgrade of the software. Your Maintenance agreement will also make this available to you immediately, free of charge.

## Converting your seat based licenses to concurrent licenses

A Maintenance agreement offers you the option to convert seat based licenses to concurrent licenses. Your license requirements may change, and concurrent licenses may turn out to be more efficient for your company than seat based licenses. Especially, for example, when staff is hired on temporary or part-time basis, or external freelancers are used. The concurrent licenses open the possibility for these people to use the same license, only not at the same time. The number of concurrent licenses you will receive is 60% of the number of seat licenses you currently own. An administration fee applies.

## Maintenance fee

A Maintenance agreement is a cost-effective and predictable system to keep your software up-to-date and competing, and to assure top-level support. The fee for a Maintenance agreement, covering email support, software service releases, updates and upgrades, plus a number of other privileges, is 18% of the current list price at any moment.

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