

AutoScan Service Agreements

Maintenance Agreement

The Maintenance agreement provides the lowest level of support for your AutoScan products.

This agreement includes:

- Assistance with moving your existing licenses to new computers
- Installation and re-configuration assistance for AutoScan Products
- Significant discount on new license cost.
- Access to supporters for AutoScan and any general support at the **Maintenance Level Consultant Rate**.

The annual cost is approximately 10% of the license fee workstation/server.

AutoScan Subscription

The AutoScan Subscription provides both support and free upgrades for AutoScan Workstation products.

The agreement includes:

- Assistance with moving your existing licenses to new computers
- Installation and re-configuration assistance for AutoScan Products
- Free upgrades for AutoScan Workstation and Scan Server Products
- Half price cost for new licenses.
- Access to supporters for AutoScan and any general support at the **Subscription Consultant Rate**.

The annual cost is approximately 7% of the license fee per workstation/server.

General Support Agreement

The Support Agreement includes an AutoScan Subscription, a set number of on-site consultant days and ongoing support for AutoScan and other general consultant services. The cost will be negotiated with you depending on the level of support and expertise and number of consultant days required.

Note: For customers without agreements, all requests for support will be charged at the **Casual Support Rate**.