ARCHIWARE

P5

Archiware P5 Software Maintenance & Support

All Archiware P5 products include the first 12 months of Archiware P5 Software Maintenance at no additional cost. It covers two major aspects: access to the latest software version and access to manufacturer support. Starting from the second year, the fee for Archiware P5 Software Maintenance is only 15% of the license price according to the current pricelist.

Scope of Software Maintenance and Support

a) **Software updates:** The subject of the Archiware P5 Software Maintenance is the supply of new software developments in the form of updates. Valid P5 software maintenance entitles the licensee to receive all updates for the licensed products published within the maintenance period. The latest software version is supplied to the licensee. Generally, only the latest version of the software is maintained. This latest version is supplied as an internet software download.

b) **Software Support:** P5 software maintenance includes technical support through our support website at https://support.archiware.com.

As a rule, a reply/reaction can be expected within 24 hours during Archiware's business hours via web or email:
Monday to Friday, from 9:00 a.m. to 5:00 p.m. CET/CEST
Monday to Friday, from 9:00 a.m. to 5:00 p.m. EST/EDT
Supported languages:
English, German

Fees

During the first year, Archiware P5 Software Maintenance is free of charge. Starting from the second year, the fee is 15% of the license price according to the current price list. Payment is to be made in advance. Any additional license purchased within the maintenance period is added to the maintenance of the original installation.

Renewal

Naturally, Archiware reminds licensees of the possibility of a renewal of the Archiware P5 Software Maintenance in due time before the end of the maintenance period. Renewal of the P5 software maintenance ensures the ongoing access to product updates as well as manufacturer support at economic conditions!

When Maintenance is expired: Reactivation of Archiware P5 Software Maintenance & Support

For licenses that ran out of maintenance, a reactivation of Archiware P5 Software Maintenance & Support is possible. Prices depend on how long the maintenance is expired:

– Expiration < 1 year: 35% of the license price according to the current price list
– Expiration < 2 years: 60% of the license price according to the current price list
– Expiration < 3 years: 70% of the license price according to the current price list

The reactivated P5 maintenance is valid for 12 months, starting on the 1st of the month following the invoice date. A reactivation is no longer possible for licenses that ran out of maintenance for more than 36 months.

Archiware P5 – Synchronize – Backup – Archive