

Software Support & Maintenance from Clyde Computing



2013 - 2014

Clyde Computing prefers to build long-standing relationships with their clients so that any problems are corrected quickly and efficiently, and new features are available to those who wish to make use of them. We provide software support and maintenance once your system has been initially configured and installed.

What's included

For a half-yearly or yearly charge based on the value of the Q-SYS software installed your organisation receives:

- Email and follow-up telephone support during office hours
- Access to Clyde Computing's WebEx™ Internet support service
- A guarantee of attendance on your site within an agreed time period in the event of issues which cannot be resolved by telephone or using Internet support
- Continued licensed use of the software of the modules you have
- Software upgrades to the latest version of the modules you have
- Discounted hourly rates for time on site, training or other chargeable work carried out

More about Internet Support

Clyde Computing requires that at least one PC running Q-SYS has access to the Internet. Using Clyde Computing's WebEx™ Internet service, this will allow remote access to your system by Clyde Computing's technical support staff. Internet support can result in software and database issues being resolved more quickly, with less time involved by your staff, and with reduced likelihood of a chargeable site visit being necessary. More information about this service is at www.webex.co.uk/products/remote-support.htm

What's available at extra cost

ON-SITE VISITS/ UPGRADES

When on-site visits are made, charges are based on a Technical Support Log, a copy of which is left with the customer. This details the date and time the request was made, travel and time on site and what action was taken. Any parts and materials supplied, and hotel expenses, are also detailed. Invoicing takes place when the work is concluded.

Software Maintenance Cover 2013 - 14.docx



Clyde Computing Ltd, The Software Workshop, 20a Clyde Road, Wallington, Surrey SM6 8PZ
Tel: 020 8647 0666 Fax: 020 8254 7754
Technical Support: 020 8254 7755 Email: support@clydecomputing.co.uk

The discounted hourly rate for time on-site is £82.00. If you request that work is carried out before 8am or after 6pm or at weekends and bank holidays our rate is x 1.5.

Travel time from our office to your site is charged at the standard hourly rate - if more than one technical support representative attends your site, you will be charged for one person only. No travel costs are charged.

PROGRAMMING/ CONSULTANCY

We offer a comprehensive service to further customise your system to meet your specific or changing requirements. This could include investigating solutions to improve efficiency or security, designing customised reports, graphs or automated methods, interfacing with instruments or other systems, re-installing on new hardware etc.

The discounted hourly rate for this work is £80.00/ hour; generally we will quote a fixed price per task based on the estimated hours required.

DATABASE UPGRADES

Q-SYS uses the Equinox™ client-server database system from Comsoft plc, and the current version in use is 5.0. As new versions of Equinox are released, **Clyde Computing** may take advantage of new features that are introduced to further enhance Q-SYS. When upgrading to a later version of Q-SYS, it may, therefore, be necessary to upgrade the Equinox database software at the same time. The cost of upgrading the Equinox software is not included in any Q-SYS licence or software maintenance agreement.

PAYMENT TERMS & REVIEWS

Maintenance charges are payable in advance. *If you need to place a purchase order to cover these, then please allow enough time for our invoice to be paid by the start of the maintenance period.*

Prices quoted in this document are effective until 30th September 2014.

Software maintenance charges are reviewed annually and revised rates take effect from 1st October each year. Unless your contract changes, they will not increase by more than the rate of inflation in the previous year.

If the remote support option is not installed as described above a 25% surcharge is placed on maintenance contracts.

CHARGES

The initial cost of support is based upon the standard price of the Q-SYS software, for example:

48 hour on site response, where there is a single system for the site, is **9.50%** of the total value per half year

48 hour on site response, for a single system serving multiple sites via a WAN, etc., is **10.50%** of the total value per half year