

Maintenance and Support Policy

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Maintenance and Support Policies Overview

What Is It

It's an optional annual service subscription that entitles customers to receive support in case of bugs/malfunction of the software, as well as to install all the updates/upgrades to all minor and major versions released during the subscription coverage period.

Annual Renewal Fee

The annual maintenance and support plan renewal fee is 30% of the current base license price at the time of renewal. This fee applies regardless of the original purchase price of the license. Renewal fees are subject to change in accordance with current published pricing on the Syncplify website.

Incident

Is a misbehaving software due to a bug. Important note, misbehaving software due to incorrect parameters setup and/or internal customer's environment limitations or errors is not an incident.

Maintenance and support plan includes email support, documentation, and knowledge base access. When deemed necessary by Syncplify Support Staff, remote assistance support may also be provided. The latter is limited to 3 (three) incidents per year.

Major Version

Is a release of major software changes such as addition of new features, GUI changes, and sometimes, an entire restructure of the software and re-writing the entire code to accommodate planned future changes. Syncplify numerates versions sequentially in the order they are released.

Minor Version

Is a release of hot fixes and bug fixes. They are released within the major version on an irregular basis depending on customer reports and internal testing. Sometimes it includes addition to new small features.

Maintenance and Support Policies Overview

Support Eligibility

Active and current maintenance and support plan entitles customers to support eligibility. Reinstating the support plan past its expiration day will require a payment for all the missed days. It is applicable only during a period when the last major version for which maintenance was paid is available. When a new major version is released, and a customer has an expired maintenance/support plan, the renewal is impossible. In this case, the customer is required to purchase a new license for the most current version.

Software Maintenance And Upgrades

The Syncplify team constantly works on its software to fix bugs and implement improvements. Providing uncompromised security is our utmost aim. Minor releases are being released on an irregular basis. The Syncplify development team doesn't wait to incorporate multiple fixes into one release, but releases the fixes as the need for one arises. Minor releases include updates specific to a particular customer who has special conditions.

Major versions are released once every two/three years on average.

How To Request Support

Customers with active maintenance and support plans need to log into their dedicated Customer Portal, navigate to the Licenses page and request support from within that page. Customers with inactive maintenance and support plans only have access to the manual and knowledge base.

Technical Support

Support requests are handled on a first-come, first-served basis and answered within a 24-hour period.

The main support staff office is located in California, and response time is based on Pacific Time work hours.

Syncplify California office is open Monday through Friday, 5 AM to 5 PM.

After-hours and weekend support is available when urgent help is necessary. In such cases, both the American and the European offices may provide support. Please note, the urgency is determined by Syncplify staff.

Manuals and Knowledge Base are always available and linked in various places, including inside the software and from the Syncplify website. Knowledge Base articles cover many topics from basic Q&A to how to write scripts to customize specific features.

Urgency Level 1 (high)

Software’s security is compromised, and loss of customer data is at stake. Business operations and services are down and without Syncplify involvement a solution is not available.

Urgency Level 2 (medium)

Software disrupts or interrupts customer’s data flow due to software’s configuration. The software is working and fixes are available without Syncplify involvement.

Urgency Level 3 (low)

Everything else

Technical Support

Technical support requests shall always be initiated via the Customer Portal

<https://cc.syncplify.com/customerui/login>

Video tutorials are available here:

<https://syngo.me/youtube>

The Knowledge Base can be found here:

<https://cc.syncplify.com/support/>

Support Terms and Conditions

Technical support can only be applied to standard software performance. Technical support does not include migration, implementation/set up, or installation services. For non-software related issues, Syncplify offers Professional Services that are charged on an hourly and prepayment basis.

Technical support is available for the current major release only, unless the previous major version release is under its long-term support plan.

Technical support is provided to customers who are able to deliver requested additional information such as log files. Each support ticket should be dedicated to a specific issue.

It is the customer's responsibility to keep the software updated in order for Syncplify to provide technical support.

End of life policy applies to software after 24 months of a new major version release. Anything past that day is not covered by technical support.

Support
Terms and
Conditions

Version	Support Years	Long-term Support Years
1	2013 - 2014	2014 - Dec. 31, 2015
2	2014 - 2014	2014 - Dec. 31, 2016
3	2014 - 2016	2016 - Dec. 31, 2018
4	2016 - 2018	2018 - Dec. 31, 2020
5	2018 - 2022	2022 - Dec. 31, 2024
6	2022 - 2025	2025 - Dec. 31, 2027
7	2025 - 2026	2026 - Dec. 31, 2028
8	2026 - current	TBD

Support Agreement

The installation and deployment of Syncplify software implies the agreement to the software's End User License Agreement (EULA) that can be found on our website, deemed as agreement to the terms and conditions described in this manual. The terms and conditions can be changed by Syncplify without notification. The most updated version can always be found on the Syncplify website.

The Syncplify website is the primary source for the most updated information related to major version release, price updates, and other important information. Syncplify suggests its customers follow its Telegram account to the latest news releases as well as Syncplify Developers' Blog.

Telegram

<https://t.me/s/SyncplifyReleaseNotes>

Website

<https://Syncplify.com>

General Email

info@syncplify.com

Syncplify Blog

<https://blog.syncplify.com/>

