



Code 9346

ArtemiS SUITE Software Maintenance

Software maintenance makes your ArtemiS SUITE license a future-proof investment. You automatically receive the latest features at low cost and also benefit from our priority technical assistance and other services.

OVERVIEW

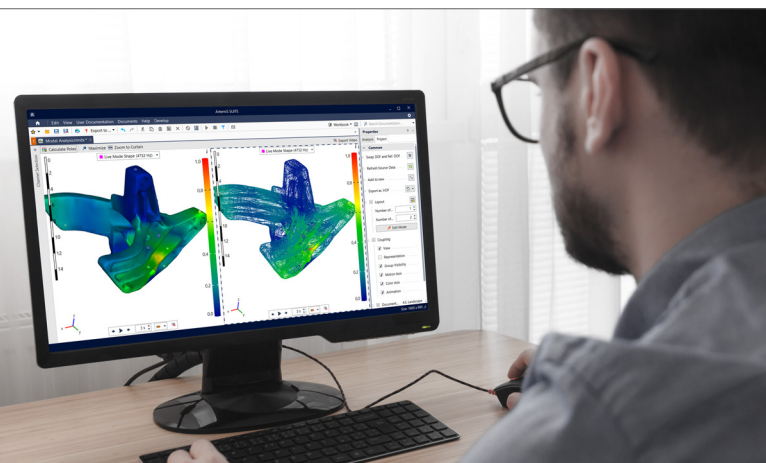
Software maintenance

Code 9346

Software maintenance is an investment in the future and protects your investment. You automatically receive the latest version of ArtemiS SUITE and thus all newly developed features. This will help you stay aHEAD in the future.

Software maintenance also includes priority technical assistance by trained experts of our support department. In addition, we will prioritize your requests and suggestions for features of upcoming ArtemiS SUITE versions ("feature ideas").

The software maintenance period (Code 9346) starts with the delivery of the software and ends on December 31 of the following year. The maintenance agreement may be extended by one year at a time (Code 9347).



KEY FEATURES

Software maintenance for ArtemiS SUITE includes a comprehensive service package:

Automatic upgrades

- › The latest version is included in the scope of supply
- › Immediate access to new, future-oriented functions including comprehensive documentation
- › Support of current operating systems, computer hardware, frontends, etc.

Priority technical assistance from our support department

- › Fast response time within 24 hours (on working days)
- › Understandable, transparent, and straightforward solution service

"Feature ideas"

- › Priority processing of feature requests for future versions of ArtemiS SUITE

Multiple license discounts

- › Favorable software maintenance conditions when different licenses are in place
- › Multiple license discounts when purchasing new licenses

APPLICATIONS

Long-term protection of your investment

Preservation of your competitiveness

DETAILS

Automatic upgrades

Compared to regular upgrade prices, software maintenance means a great cost saving for you. You automatically receive the latest HEAD acoustics features, which are continuously developed further, and thus benefit from both a cost advantage and a sustainable increase in value of your ArtemiS SUITE license. In addition, upgrades provide you with new application options that enable you to keep pace with rapid technological changes and strengthen your company's competitiveness.

Our development department has been growing continuously for many years, constantly expanding functionalities and optimizing usability – a trademark of ArtemiS SUITE – and will continue to provide you with new solutions, applications, and benefits in the future as well.

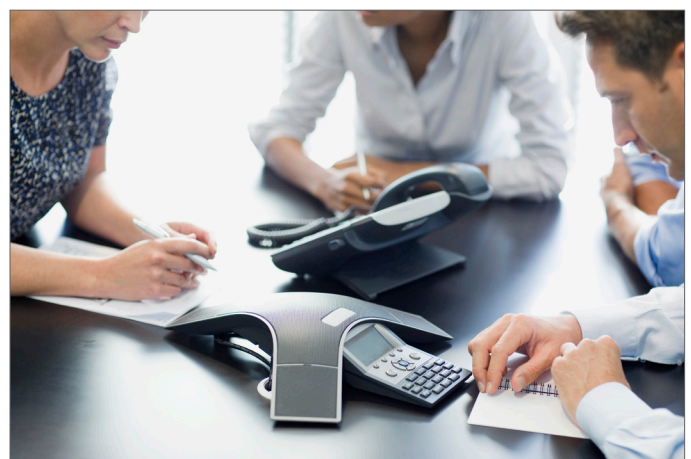
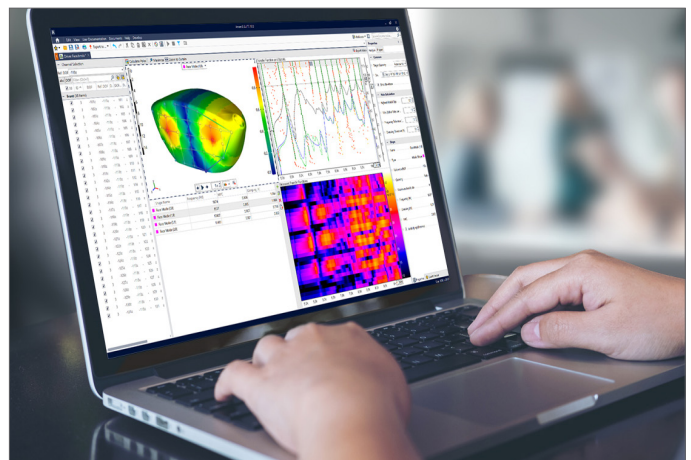
Security and compatibility

Software maintenance also includes support for new operating systems, computer hardware, frontends, etc., thus ensuring your security, performance, and compatibility with other hardware and software components without having to spend funds on necessary upgrades in the future.

Priority technical assistance

Good and fast support is a key success factor in case of an emergency. Software maintenance ensures you priority technical assistance from our product and application specialists. Our support department provides expert assistance in identifying, verifying, and resolving any issues or problems that arise, so you can focus on your tasks.

With priority technical assistance, your requests are guaranteed to be handled within 24 hours on working days.



Priority processing of your “feature ideas”

In addition to our own research and development work – a trademark of HEAD acoustics – it is also the intensive and constructive dialog with users that contributes to the constant further development of ArtemiS SUITE.

With software maintenance in place, priority will be given to implementing your requests and suggestions for feature ideas in upcoming releases.

Multiple license discounts

With discounts on multi-user licenses, software maintenance is significantly less expensive than individual upgrades for using the latest version of ArtemiS SUITE, especially when several different licenses are in place. Plus, if software maintenance is already in place, you will receive a multiple license discount when purchasing a new license.

Extending an existing software maintenance

The maintenance agreement may be extended by one year at a time. This allows you to invest sustainably in the future and increase the value of your ArtemiS SUITE software.

LICENSING

- › Software maintenance for ArtemiS SUITE (Code 9346)
Coverage period: date of delivery of ArtemiS SUITE until December 31 of the following year
- › Extension of an existing software maintenance for ArtemiS SUITE (Code 9347)
Coverage period: 1 year



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