

SW maintenance requirements

SW update with add-ons-	Providing SW updates with other new features/tools that will otherwise be released only in a future SW version.
SW version upgrades -	New versions of the SW will be available regularly as they are officially launched.
Annual consultations -	SW support on site, proposal of optimal use of SW and SW operation control (once a year 4 working days free of charge)
Remote support -	mainly via e-mails.
SW license code support -	Provision of annual SW license code and license activation guide. Re-issuance of annual SW license code – in case of new workstation, newly set time, new HW parts, etc.)
SW dongle key support -	Provision of SW license key installation guide. Advice on unlocking dongle, solving time synchronization problems. In the event of a damaged dongle, service will send a new dongle by DHL at its own expense.
Help with SW installation -	Provide installation software to download and the associated installation wizard. Remote installation of SW during the CUSTOMER's business hours via the 'TeamViewer' app. In case of damage or loss of SW, service will send a new installation DVD by DHL at its own expense.
Troubleshooting -	If STC encounters a SW error, service will try to diagnose it and propose a possible solution. Whenever a bug fix is developed to fix a SW bug, a new SW update will be provided (approximately twice a year).
SW usability assistance -	Help with the correct use of SW, such as explanation of filters, menus, tools, etc.
Priority support -	STC receives a reply within 1 (one) business day.