



PRODUCT INFO:

Software Maintenance and Support for Canto Cumulus

The best way to stay current with new software releases, and receive expert technical support for Cumulus.

Software Maintenance for Canto Cumulus offers you the most affordable way to:

- Stay current with software updates, important notifications and more.
- Access expert, friendly technical support pros to ensure you stay productive.
- Control software upgrade costs so you can budget accurately.

How it helps you.

Canto Software Maintenance (SM) provides software upgrades and technical support for your Canto software, at no additional charge. Even better, your first year of SM is included with your new Canto software.

During the period of your SM contract, you'll benefit from:

- All software updates and upgrades released for your Canto Cumulus system.
- All updates and upgrades released for your Canto add-on products.
- Resolution-focused technical support and that comes from friendly, patient Canto software experts.

If you purchase your system from Canto directly, Canto will provide your technical support. Systems purchased through Canto's certified resellers are supported through those companies directly.

How it saves you money.

The annual cost of SM is based on a percentage of your system's *license value*. The initial license value of your system is 30% of the system's non-discounted total price.

Let's look at an example.

Say, your new Cumulus system comes to \$10,000 after all Canto add-ons and extra user licenses have been added in. After your first year (during which SM is included), your renewal would be 30% of that license value, or \$3,000, assuming you haven't added any user licenses or Canto add-ons to the system.

When Canto products are added to your system, the system's license value increases by the non-discounted value of those items. So, for example, if a \$1,500 add-on was added to the sample above, the system's license value would increase to \$11,500.

Basing SM renewals on the license value of your system (instead of the current purchase price of an equivalent system) means you "lock in" your renewal costs. So, for example, the system you purchase in 2010 is renewed annually based on the value of the system back in 2010—even when we're ringing in the new year, 2020.

Getting even more value from SM.

For many customers, 3-year, 5-year (or even longer) SM contracts make the most sense because:

- Multi-year renewals are discounted, offering even better ROI.
- System support and upgrades are protected for the future, which is important when budgets are subject to change.

Contact Canto for multi-year discount rates on SM.

Making the most of technical support.

By understanding what SM technical support offers, you can make the most of the services available to you.

First off, Canto encourages administrators to make support requests on behalf of their organization's users. This helps educate administrators, which enables them to better handle questions from their users. It also helps ensure the support requests that come from your organization fall within the scope of your SM agreement. When users need help, there's no faster way to a resolution than local expertise!

Your SM contract includes the following:

Installation assistance on new systems

We're happy to answer per-incident questions that might come up while you're configuring your new system, because we want you up and running fast.

Per-incident usage questions

We encourage everyone to read the user guides for their products, but sometimes you still need to ask a question, and we understand that.

Bug reporting and priority feature requests

Found a bug? Want to see some feature in a future version? We want to hear about it, and we'll thank you for reporting it. We'll also keep you informed about fixes.

Migration assistance

When migrating from, say, Cumulus 7 to Cumulus 8, it's a good idea to ask technical support if any advisory documents have been published that offer best-practice advice for systems like yours.

Organize.
Find. Share.
Any File,
Anywhere.

Benefits

1. Free Canto software upgrades during the term of your contract.
2. Expert technical support by Canto-certified specialists.
3. License value protection to ensure your renewals remain affordable.
4. Automatic renewal notifications help ensure your contract won't lapse.

Features included

- First year free with new Cumulus purchase!
- Covers all Canto software—systems and add-ons
- Affordable



The Canto Worldwide Support Ticket System

Communications between you and your support professional will be handled via phone, Canto's support ticket system or remote consulting.

Here's why using the support ticket system is so important—and so much better than email: We want your questions answered, and your issues resolved, ASAP.

When a request comes into the ticket system, it's available to Canto's entire worldwide support team. So, if a support professional in France has the answer you need, why wait until San Francisco wakes up to get it resolved?

If you send email directly to your favorite support tech in San Francisco, this is exactly what's going to happen. Even worse, your request might go unresolved for quite a while if your tech is away for the day or longer.

Even more importantly, a pool of shared knowledge helps everyone. Canto wants support information shared across the entire team, because it helps resolve tickets faster, and it helps Canto R&D better recognize where work needs to be done.

NOTE: Support for migrations that cross product generations, such as the move from Cumulus 7 to Cumulus 8, are not covered under SM. To ensure system migrations like these go smoothly, Canto highly recommends the assistance of Canto Professional Services, or the services of your Canto reseller.

What to expect.

Assuming you use the Canto Support Ticket System, you can expect a pretty speedy response to your questions. We have technicians on hand throughout the business days of European and US time zones.

Though exact turn-around times are dependent on workload, most Canto customers report wait times of less than half a business day before first response. (If you purchased your system through a Canto reseller, that reseller should provide information on it's support and procedures.)

Taking Cumulus further.

If your needs involve training, customizing Cumulus, or just making sure you're taking the best advantage of your Cumulus system, professional services from Canto or your Canto reseller is a great choice.

Though not covered under SM, professional services experts can help you get running faster, train you to use Cumulus in much less time, and configure your system to perform like it was made for you.

Some Canto resellers offer professional services of their own, but if not, Canto Professional Services can help, no matter where you purchased your system.

A nutshell of details.

All new Canto software includes SM for twelve (12) months, starting on the date of purchase. Paid upgrades for software no longer on SM includes SM for twelve (12) months.

The renewal cost for a twelve (12) month extension to a current SM subscription is thirty percent (30%) of the software's license value.

Renewals must be purchased prior to the expiration of your current subscription.

Canto add-on products purchased after the start of an SM term are covered by the current SM agreement at no additional cost for a period not

to exceed 18 months. (After 18 months, additional charges will apply to reflect the software's increased license value.)

NOTE: Third-party add-ons and customization services do not affect license values and they are not covered under SM.

SM covers your entire Canto software solution. All client licenses and Canto add-on products licensed to your Canto Server must be included in your SM subscription.

IMPORTANT Please read Canto's Canto Software License and Support Agreement (EULA) for complete terms and conditions regarding Canto software and services. The Canto EULA supersedes all other terms and conditions explained or inferred, including those in this document.

Need more info?

Your Canto rep or reseller can answer your questions about Canto Software Maintenance.

For more information on how Canto Cumulus can benefit your organization, contact your local Canto partner, or contact Canto directly.

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About Canto & Cumulus

Canto has been dedicated to helping customers fully utilize their digital assets since 1990. Canto Cumulus is a cross-platform solution that enables companies to easily organize, find, share and track their ever-increasing numbers of digital files, in any format. Canto's worldwide network of certified developers offers an impressive assortment of plug-ins that enhance the Cumulus product line further.

Learn more: www.canto.com