

MAXIMIZE YOUR SOFTWARE INVESTMENT

An RFgen Software Maintenance Plan complements your product enhancement upgrades, as well as technical support, and helps to guarantee successful software deployments and stable production environments.

STAY ON THE CUTTING-EDGE OF MOBILE APPLICATION INNOVATION

Keeping your supply chain operations on the cutting-edge, an RFgen Software Maintenance Plan gives you complete access to the latest RFgen product versions, technology enhancements and enterprise mobile applications as they are released.

With an active plan, new versions of your RFgen solution are made available to you for download from our website. There is no need to repurchase software upgrades on a one-off basis. An active RFgen Software Maintenance Plan means your software is always up-to-date with the latest mobile application innovations.

Without an active plan, if you forget to budget for software upgrades—or don't know that you should—you're subject to unplanned expenditure or forced to wait until your next budget cycle to upgrade to the latest RFgen version.

Mobile technology changes fast, staying current on your RFgen Software Maintenance Plan ensures that you won't miss out on new device integrations or mobile user interface features that can help your mobile employees be even more productive.

GET PEACE OF MIND WITH AROUND THE CLOCK TECHNICAL SUPPORT

RFgen has a high customer satisfaction rating and a reputation as a stable, fast and flexible solution. However, as with any software solution, there may be times when you need technical support to resolve an issue. To keep your users up and running whenever and wherever they work in the world, our team of technical support experts are on-hand 24-hours a day, seven days a week.

Accessing RFgen's support team is easy. For non-urgent issues, simply visit our website and submit a help request, or search the RFgen Online Knowledgebase for answers to commonly asked questions. To speak to an RFgen technical expert for immediate attention, call our toll-free number—RFgen technical experts are standing by and ready to help you get your applications back up and running.

“ Our RFgen Maintenance Plan gives us the peace of mind in knowing that our software will continually be enhanced to meet our current and future needs. ”

- Jim Kruse,
Blue Bell Creameries



SOME FREQUENTLY ASKED QUESTIONS REGARDING THE RFGEN SOFTWARE MAINTENANCE PLAN

What happens if my annual RFgen Software Maintenance Plan lapses? To minimize cost and disruptions in your operations, it is always best to renew your plan annually. In the event that your plan lapses, you have three months from your plan expiration date to renew before you lose the ability to upgrade to new RFgen releases without incurring reinstatement and late fees. You will, however, still be able to access any patches or bug fixes for your current release.

Are all vendors' maintenance and support offerings the same? No. The RFgen Software Maintenance Plan bundles together both product upgrades and technical support into a single plan. Other vendors' plans may include either product upgrades or technical support, but not both—or, the purchase of a license may not include a maintenance plan at all. In addition, an RFgen Software Maintenance Plan includes both new versions and enterprise app releases, whereas some vendors have an additional charge for new product versions or application suites.

Is there a required length of time for which I must commit to an RFgen Software Maintenance Plan? RFgen Software Maintenance Plans are renewable annual plans. All RFgen product purchases require the purchase of the RFgen Software Maintenance Plan for the first year and can be renewed on a single or multi-year plan basis. Choosing to renew on a multi-year plan basis can save you time and money on multi-year discounted plans.

Do I have to update when new versions are released? You can upgrade at your leisure, conveniently downloading new software from the RFgen website. Although the RFgen Software Maintenance Plan gives you the option to upgrade, it is never required. You choose the best time to upgrade based on your business needs. Further, our product specialists will help guide you through your upgrade process by analyzing your environment and enterprise apps, then provide you with a roadmap to get the new version in place quickly and safely.

Are there limits on technical resources? 24/7 access to a variety of RFgen technical resources with no limits on the number of designated IT technical staff that can contact technical support for help.

THE RFGEN SOFTWARE MAINTENANCE PLAN BENEFITS

- ▷ 24/7 telephone support with skilled and experienced RFgen product experts.
- ▷ No cost system health checks and upgrade assistance.
- ▷ Access to a suite of certified, enterprise-ready mobile apps.
- ▷ Unlimited access to RFgen's self-service customer support portal(s) and knowledgebase.
- ▷ Access to the latest version, product upgrades, enhancements and new capabilities.