

MAINTENANCE FAQ

What is software maintenance? ProModel Software maintenance is a 12-month contract which includes access to technical support and any software upgrades, patches and bug fixes that may become available for your licensed software during the active term of your maintenance agreement.

What is meant by support expiration? Your initial ProModel Software includes 12 months of software maintenance that is paid at the time of purchase. Once this initial maintenance period comes to an end on the anniversary of your software license purchase, software maintenance services are no longer available unless renewed.

When will I receive a notification that my maintenance will be expiring? We send our renewal notices out 60-90 days prior to the expiration of maintenance, to ensure appropriate time is given to validate the use of licenses, seek the necessary purchase approvals and to complete the procurement process.

Why is it important to renew before my maintenance expires? A renewal prior to expiration ensures continuous maintenance services and avoidance of the additional costs related to lapsing on support.

What happens if I don't want to renew my maintenance? If your maintenance lapses, you will not have access to technical support or software upgrades, patches and bug fixes, you will not be able to engage our training staff or consulting staff on projects without having updated software or technical support.

Why do I have to pay back maintenance fees if I lapse on support? During any period of maintenance lapse, we continue to invest in R&D related to the product to provide upgrades/newer versions. When you reinstate your maintenance you receive the benefit of these developments that took place during the lapsed period.

What is the reinstatement fee? This is a late fee for contracts that were not renewed prior to their expiration date. This is calculated based on the number of months for which you were out of maintenance.

I didn't use technical support last year. Do I need to pay for service this year? Customer's support needs vary from year to year. There may be one year where they need little support, and another where they need more than their annual fee may cover. In either case, we are available and support them for their annual maintenance fee.

Why is it important to stay current on support?

You can never predict when you will need support. ProModel products are often used to solve time-critical process issues. As such, a current maintenance contract ensures that support services are available when a customer needs time-sensitive support. Also, a support contract not only provides you with technical modeling help, but you continue to receive all patches/fixes, updates and new versions of your software product that are designed and tested to work with the latest version of the Microsoft Windows operating systems. If your support lapses and you do not have a current contract, you may find that your old ProModel software no longer works as expected with newer versions of Windows. ProModel performs extensive testing to ensure that our products are fully functional on the latest version of Windows.

Can't I just pay as needed for technical support?

No, ProModel does not offer "incident-based" or "pay-as-you-go" support. Our customers have specifically told us via surveys that they do not desire this type of support plan. It also requires extra overhead to provide incident-based support which, in turn, makes it more expensive to provide the high-quality, US-based technical support that has been a hallmark of ProModel's success from the start of our business. When you call our support team, a highly-qualified support team member will stay with you until your issue is resolved.

Can I renew just the maintenance and not support? No. Your maintenance and support are combined under your contract.

Why does support start at the time of invoicing and not at the time of installation? As soon as you are invoiced you are eligible to begin use of your product. We do not know when actual implementation will occur, and we ensure your services are available at the point in time that we sell you the product.

What happens if I don't renew? Can I still use my license? Perpetual license customers will continue to be able to use the then-current version of their licensed software, however without a current maintenance contract in place, you will not have access to technical support, you will not have the opportunity to download the latest version of patches and fixes, you will not be able to transfer the license to another host/machine, you will not be able to download for reinstall purposes and you will not be able to request new product keys. Should you need support moving forward, you will need to contact us to reinstate your support maintenance contract and will incur the associated reinstatement fees.