

# Stay up to date with a GMG Software Update Contract

How to fully enjoy the benefits of your GMG solutions  
by using a Software Update Contract (SUC)



## Latest Features of High Quality GMG Software

Never miss **new features**! With each update, your work will benefit from a higher functionality and usability of your software. **Compatibility for file exchange** and **remote proofing** are also assured by using the latest edition: For example, remote proofs created with newer versions might not be backed within older software editions. Another advantage are **calibration improvements** recently implemented to ease the procedure of printer calibration for our customers.

## Current Industry Standards

Using the latest edition ensures the support of **profiles for new ISO standards** and **new hardware** such as printers or measuring devices. GMG is actively taking part in the continuous development of industry standards to enhance the technical progress and the profit of its clients. A SUC guarantees an **ideal color communication** throughout the entire process chain, as GMG software updates always integrate the current state of research.

## Implementation of Latest Printers Guaranteed

Our latest software editions also support the **newest printer firmware updates**. Not only do standards evolve over time, but proofing printers are constantly growing as well. At GMG, all printer developments are tested and adjusted to industry standards by default to **assure the usage of the newest technical equipment** for our customers.

## Stay Closer to GMG

A SUC creates the **perfect basis for any support requests**: Issues can often be solved by updating to the latest version or service pack – therefore, you can get ahead of any issues by choosing a SUC. Furthermore, a SUC is **the simplest way** to keep your software up to date. Skipping updates takes more effort and time than updating automatically. GMG takes care of migrating all settings – no configuration from scratch needed. Additionally, relicensing to a new dongle is **free of charge** in case of a SUC.

# GMG Support EMEA

## Overview of SUC, SLA and SQ

SUC Software Update Contract	SLA Service Level Agreement	SQ Service Quota
contract for software updates	contract for hotline	Callable service account

### The Software Update Contract (SUC)

- With a SUC, the customer usually receives at least one major update of his products once a year as well as further service updates or service patches.
- The SUC applies to all purchased GMG products.
- The SUC is valid for one year.

### The Service Level Agreement (SLA)

- The SLA is offered for companies that require hotline coverage in addition to the local sales channel partner.
- The SUC is mandatory as a prerequisite for the SLA contract.
- The SLA is calculated on a pro rata basis for contracts concluded during the year.

### Scope of Service Quota (SQ)

- The SQ has an annual contract term + SUC mandatory.
- The SQ is designed for any remote or onsite service applications.

	1 hour	25 hours	50 hours	100 hours
Package price	140 €	3.375 €	6.500 €	12.000 €
Price per hour	140 €	135 €	130 €	120 €

### Overview

	SUC	SLA Standard	SLA Enterprise	SQ
Price (Listprice/Dongle)	15%	5%	10%	Quota 25-100h
Software Update (Major)	yes			
Case Initial response Critical		2h	1h	
Case Initial response Major		8h	4h	
Case Initial response Medium		48h	8h	
Super user/Testdongle			yes	
Super user/ Beta-Access			yes	
Support annual report			yes	