



## Software Upgrade and Premium Support

Every day, Time&Space helps you improving your workforce productivity while lowering security risks. Any downtime or reduced availability can have a direct impact on the performance of the whole organisation. It makes good business sense to do two things:

- To prevent such incidents as much as possible by keeping the software up-to-date.
- To have the best assistance available when something eventually happens.

The SUPS agreement (Software Upgrade and Premium Support) provides you with a peace of mind on both fronts: by having software upgrade costs predictable and manageable within your budget, and by having the critical support assistance available and ready when it is needed the most.

**SUPS**

40% direct  
support  
discount

Free  
software  
upgrades

Second  
level  
support



**SUPS**

**SUPS is available exclusively through local Spica partners as a monthly fee of 2% of the software licence list price.**

### **PERPETUAL SOFTWARE UPGRADE**

Customers without SUPS are charged for new versions between 25% and 75% of the initial software license price, depending on the proximity of the previous version. SUPS subscription entirely eliminates the cost of license upgrades.

### **FIRST LEVEL SUPPORT**

Spica offers time-based direct support to registered users through coupons which can be purchased online at [www.timeandspace.eu](http://www.timeandspace.eu), For Users. This kind of support is known as »1st level«.

With SUPS, you are getting massive, 40% discount for direct support coupons.

For more on direct support terms and conditions please see For Users, Direct Support.

### **SECOND LEVEL SUPPORT**

Second level support is provided exclusively through local Spica partners. Without SUPS, Spica does not offer case-based support to partners. With SUPS, Spica will engage into the particular end-user case whenever requested by the local partner and within the guaranteed response time of »same or next business day«.

This kind of support is known as »2nd level« and assures that the ultimate technical expertise is available for your individual support case.

SUPS is available only for the latest major software version, older versions need to be upgraded in order to be eligible for SUPS