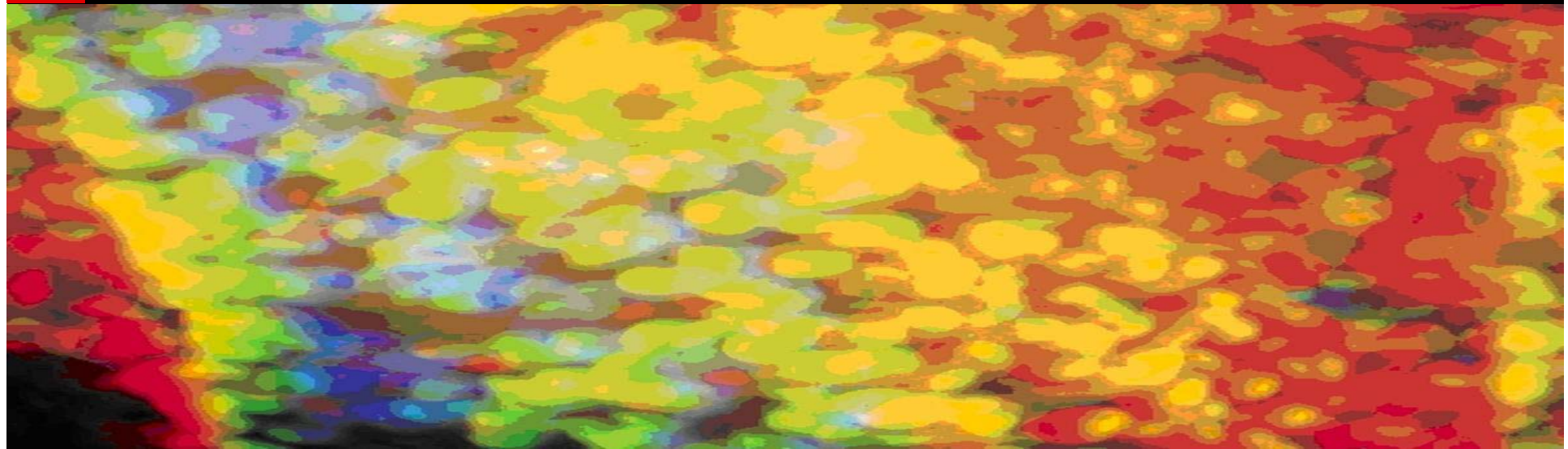


COVERPLUS

A New Enhanced Service Contract



Shiraz Software



Shiraz Software is now offering an extended service contract for new and existing Shiraz customers called CoverPlus.

Purchasing this extended service contract affords you peace of mind, knowing that your investment will remain fully functional for as long as you are covered under the service agreement. Essential software updates ensure that you have the latest trouble-free code running on your machines.

▪ Inclusive Software Upgrades

- All major and minor version upgrades
- Automatic dispatch of upgrades when available
- Regular Service Packs and Patches

▪ Enhanced Support Service

- Priority Support via dedicated email address coverplus@shiraz-rip.com
- Regular technical news updates including tips and advise
- Priority contact when Service Packs are available

▪ RemoteCover

- New Remote access facility to allow login to user system by support personnel to diagnose/resolve problems
- Quick and fast resolution with no site visit
- Product demo and advice remotely

- **Colour Management Service**

- Provide colour management advice and consultancy
- Remote colour profiling
- Access to complete profile library

- **Access to Development**

- Opportunity for Beta program participation
- Direct input to influence future product development plans
- Early-Bird visibility to new products and releases

- Support connects to user remotely and takes control
- Demo possibility using Visual, chat and video facilities
- Fast and secure, no software required
- Problems can be shown by user or support via two-way control
- File transfer facility to copy sample files or fix software
- Complete log for referral
- Mac and PC environments
- Once finished no connection or software left on system



- 12 month minimum contract when joining
- 3 months notice thereafter
- Monthly advanced payment
- End-user contract with agents (reseller/distributor)
- Agents to provide first-line local support
- Shiraz Software provides second-line support
- Product code and prices in standard price-list

- ☒ Every new package sold comes with 90 days warranty
- ☒ Access to Standard Colour Profile library
- ☒ Access to FTP for patches and fixes
- ☒ No pro-active contact when Service Packs or Patches available

Summary



	CoverPlus	Standard Cover
Free Major and Minor Upgrades	✓	✓ (90 days only)
Access to Service Packs & Patches	✓	✓ (for current version only)
Support via general support email	✓	✓
Priority Support via dedicated email	✓	✗
RemoteCover- Remote access login for Diagnosis/Resolution	✓	✗
Contacted when Service Packs/Patches available	✓	✗
Regular Email Technical Newsletter	✓	✗
Colour Management Consultancy	✓	✗
Remote Profiling	✓	✗
Access to extended profile library	✓	✗