

## Maintenance Package

SOFTWARE UPDATE	
• New software releases available during the maintenance year, CD-Rom sent upon request	✓
• Minor versions (NOTOCORD-hem 4.2.xxx)*	✓
• Major versions (NOTOCORD-hem 4.X)*	✓
TECHNICAL SUPPORT	
• Hot line priority for urgent issues	✓
• Problem diagnosis and software error identification	✓
• Data analysis optimization	✓
• Assistance with product installation and upgrade	✓
• Assistance with software utilization	✓
• Assistance in setting up and improving configurations for data acquisition and analysis	✓
• Assistance in optimizing simple Microsoft Excel® extraction models	✓
• Guidance on hardware utilization and optimization	✓
• Information on new software releases	✓
CRITICAL BUGS CORRECTION	
• Critical bugs** corrected upon request	✓
• Software version <i>n</i> supported for a period ending 1 year after the release of version <i>n+1</i>	✓
CONSULTING	
• New experiment: Proposal for appropriate modules and hardware selection	✓
• New configuration: Support and guidance for specific and complex experimental cases	✓
• New analysis: Microsoft Excel® expertise and consulting, complex template building	✓
• New hardware: Review and selection of suitable hardware solutions	✓
ON-SITE TECHNICAL SUPPORT***	
• 1 day/year/site: Assistance on specific requests, configuration check, answer to questions on software use, project follow-up etc.	✓

\* Minor versions include bug corrections, new functionalities or modules, functional or performance improvements. Major versions include corrections / modifications in the data management process, file structure or overall software architecture, leading to significant software modifications.

\*\* Critical bugs are defined as recurrent issues generated exclusively by the code developed by NOTOCORD, leading to data loss or corruption, inability to acquire data or visually access all or part of the data, inability to display data via Microsoft Excel®.

\*\*\* For a minimum maintenance fee of 15000€//\$ per site (Europe and North America) or 25000€ per site (rest of the world).