

Doing Business with eCopy

Maintenance and Support



MAKING PAPER WORK™

Maintenance and Support:

Q: What is eCopy Maintenance & Support?

eCopy Maintenance & Support (eCopy M&S) is a support contract for eCopy products. eCopy M&S provides you with technical support, customer support, hardware parts replacements (when applicable), and software upgrades to eCopy products for your customers. The eCopy M&S Program enables eCopy resellers to offer customers protection for their eCopy investment.

Q: How does the 90-day Warranty relate to the M&S coverage?

From *Ask eCopy Answer #315*:

“eCopy Software is covered by a 90-day warranty (1-year warranty outside of North America). During the warranty period, eCopy will replace any registered software media that is found to be defective and update any software that is not working according to specifications in the technical documentation.”

Warranty coverage starts at the earliest of 180 days after shipment of the product from eCopy, the date of registration, or the date of activation and concludes at the end of 90 consecutive days.

Under the Warranty plan, product issues may be fixed via HotFix or other update to the software identified within the 90 day warranty. Upgrades to newer versions, point releases, or other software upgrades are not available for product covered only by the warranty.

The Warranty plan covers defects in the shipped product. It does not include assistance in installation, configuration of the product, or other activities that might be covered by the M&S agreement or a Professional Services engagement.

Purchase of M&S provides access to newer versions, point releases, HotFixes, and other updates for the term of the agreement as described below.

Q: What does eCopy M&S provide?

This coverage entitles the customer, via the eCopy reseller, to:

- Receive technical support for any issues with their eCopy products
- Receive customer support for registration and activation issues
- Receive upgrades to the latest version of eCopy software
- Receive replacement parts for purchased eCopy ScanStation™ hardware (coverage limited to 5 years from original ship date from eCopy)

Q: What products are covered by eCopy M&S?

All eCopy products have a Maintenance & Support contract available for purchase, assuming they have not reached their defined “End of Life”, including:

- eCopy ScanStation – sold by unit and covers the eCopy ScanStation hardware (includes the PC, touch screen, keyboard, stand), the eCopy ShareScan® software, the bundled licenses of eCopy PaperWorks™ software, and the bundled licenses for all eCopy Connectors
- eCopy ShareScan® Suite™ – sold by unit and covers the ShareScan software, the 10 bundled licenses of eCopy PaperWorks software, and the bundled licenses of all eCopy Connectors
- eCopy ShareScan® Essentials™ – sold by unit and covers the ShareScan software and the bundled license of eCopy PaperWorks software
- eCopy PaperWorks add-on – sold for eCopy PaperWorks 5, 10, 20, and 50 user packs and volume pricing licenses, and covers eCopy PaperWorks software

- eCopy Connectors/Services – sold by unit and covers eCopy Connector/Services software. There is one “generic” M&S agreement that is good for any of the eCopy Connectors or Services. (Please note: Third party Connectors are not supported by eCopy. A separate support agreement must be obtained from the software author/distributor.)

Q: How long is eCopy bundled M&S coverage provided?

Maintenance & Support is bundled with the product as:

- 3 years coverage
- 4 years coverage
- 5 years coverage

Q: What if coverage is needed for longer than the bundled coverage?

The one year M&S add-on agreements can be purchased to extend the coverage time. Please note, M&S coverage is not provided on hardware components after five years from eCopy shipment. You may continue to purchase M&S for the units, but only software components will be supported.

Q: When does “the clock start ticking” on M&S coverage?

Please refer to your End User License Agreement (EULA) for full details.

For each M&S contract included with eCopy product that has key-based licensing (ScanStation, ShareScan, bundled eCopy PaperWorks), coverage begins the sooner of 180 days from product shipment from eCopy, registration of product, or at the time of product key activation – whichever is first – and concludes at the end of the total term of M&S coverage. All product that was bundled with key-based licensing product will follow these guidelines.

Each M&S contract included with eCopy product that doesn't have key-based licensing (eCopy Desktop v8.5 or before, eCopy Desktop v9.2, eCopy PaperWorks, or eCopy Connectors/Services) coverage starts the sooner of the time of product registration or shipment of the product plus 180 days - whichever is first - and concludes at the end of the total term of coverage.

For ShareScan, eCopy Desktop, eCopy PaperWorks and eCopy Connectors, Software M&S can be extended by 1 year increments and the extension period begins when the previous M&S coverage ended.

The hardware coverage for the eCopy ScanStation never exceeds 5 years from eCopy ship date.

Q: What does the customer receive to show they purchased eCopy M&S?

When ordered as one year add-ons, an eCopy Maintenance & Support Agreement is created and shipped as a paper coupon. The Agreement has a unique identification number and instructions for registering the product covered by the eCopy M&S Agreement. These agreements must be registered against product in order for eCopy to recognize the additional support.

When ordered as part of an eCopy product bundle (example: eCopy ScanStation with 3 years M&S coverage), a flyer indicating that the product has M&S coverage is shipped with the product that includes instructions for registering the product. When the product is registered, M&S will be reflected in the expiration date.

Importance of Registration:

Q: Is product registration required with eCopy M&S?

The eCopy M&S coverage *requires* registration with eCopy. The eCopy reseller can assist the customer in the product registration process, or can register the products under their own account on behalf of their customer. Dealers registering on behalf of their customer should always include the company name, contact name, and e-mail address within the sub-account.

Q: Is registration of M&S contracts required?

When one year add-on M&S contracts are purchased, eCopy M&S coverage *requires* registration of the individual M&S contracts with eCopy. This is needed to associate the coverage to specific eCopy product serial numbers or product keys. Registration of M&S Agreements should be done within 180 days of receipt by customer. Please refer to the End User License Agreement for details on M&S contracts not registered within the 180 day timeframe. All other types of M&S contracts are automatically registered at time of product registration.

The eCopy reseller can assist the customer in the product registration process, or can register the products under their own account on behalf of their customer.

Q: How does the customer or eCopy reseller register for support?

To register product and their agreements, visit the registration Web site at: <http://www.registration.ecopy.com>. The process takes only a couple of minutes. Products are registered through the REGISTER page. Agreements are registered to the specific product and can be added by finding the product serial number on the home page of registration. Then under the Actions column, select Add/View Agreements from the drop down. The expiration date is immediately updated to reflect the additional M&S.

We strongly encourage the eCopy reseller to assist the customer in the eCopy product registration process in order to ensure it is done properly and at the time of product installation. That way, the customer will not experience any delay in their eCopy support coverage.

Dealer Information:

Q: What is the Dealer's role in providing customer support for eCopy products?

As an authorized eCopy reseller, you are responsible for providing your eCopy customers who have purchased Maintenance and Support (M&S) with Level 1 support for technical issues. Level 1 support consists of providing telephone assistance in operating the products, initial installation and configuration of products, as well as identifying potential service problems. You should provide a means for your customers to contact you for Level 1 support.

If technical assistance is required beyond Level 1 support, then you have access to eCopy technical support as escalated through your eCopy Distributor's support organization. If issues arise regarding registration or licensing issues to include activation of product keys, you may open a ticket directly with eCopy's Customer Support.

As the eCopy reseller, you are responsible for managing escalations on behalf of your customer through your Distributor's support organization, or by managing support tickets and handling all communications and interactions in the *Ask eCopy* Web-based support system when no such support organization exists.

Q: What services are not included in Maintenance & Support?

Not included in the coverage of eCopy Maintenance & Support are:

- Customer training on eCopy products
- On-site support for eCopy products
- On-site implementation, installation, and integration support for eCopy products
- Re-installation of eCopy software on computer equipment supplied by eCopy after modification of the computer equipment by the Customer (such as installation of memory, disk, interface boards, other software, etc)
- Re-installation or re-initialization of eCopy software after changes in a networking system or alteration of the parameters of the customer's current networking system
- Support or service required because of the upgrade of any software not licensed from eCopy, such as an operating system or utilities software
- Managing and tracking eCopy software at customer sites
- Hardware replacement outside of manufacturer defects

Dealers may make these services available at their own consulting rates, or may decline to perform such services.

Q: How does selling eCopy M&S benefit the eCopy reseller?

The M&S contracts for the eCopy products are similar to any product support contract in that they promise a level of service for the period of time purchased. Customers who purchase eCopy products, like customers of any computer software, are especially interested in purchasing support coverage because they realize that it is needed to ensure access to software fixes and to be able to keep their software current. As an eCopy reseller, you have the opportunity to offer this service and participate in the revenue created from selling this service. Since the service is priced on a per year basis, this can be an ongoing revenue stream for as long as your customer operates the eCopy product. In addition, you have the opportunity to offer and charge for the related services (mentioned in "What is not included in Maintenance & Support" in this document).

There are additional benefits to selling eCopy M&S:

- Locks in the customer. They will be less likely to replace their eCopy system with a competitive system if the customer is continually getting new releases.
- Ensures customer satisfaction with their eCopy solution by providing customers a way to obtain support for their product.
- Increases the total value of the deal and increases the gross margin.

Selling:

Q: How is eCopy M&S purchased?

Maintenance & Support can be purchased:

- Bundled with the product purchase – Purchased this way, customer realizes maximum value for their purchase.
- Add-ons or Renewals – Additional year(s) of coverage can be sold to extend the coverage bundled with the product. When purchasing add-on M&S for eCopy PaperWorks, the product must be ordered to match what has been registered. For example, if the customer has three 20-packs of Paperworks, you must order three 1 year add-on M&S agreements for 20 packs, not one 50 pack and one 10 pack. Also, when ordering additional M&S for volume keys, you must open an Ask eCopy ticket to receive a quote.

Q: When are add-on M&S contracts sold?

- It is best to sell and register M&S prior to the end of the current expiration date.
- For eCopy ScanStations, eCopy ShareScan, eCopy Desktop, eCopy PaperWorks and eCopy Connectors/Services covered by an M&S contract, their coverage can be extended by the purchase of an eCopy renewal or 1 year M&S add-on contract
- Additional M&S cannot be purchased for products that have reached their “end of life”

The start date of the additional M&S is the day after the expiration of previous coverage. For example, if a three year M&S expired on 1/31/2008 and a one year extension is purchased on 4/15/2008, the start of the extension is 2/1/2008 with an expiration date of 1/31/2009. If that one year extension is purchased on 1/1/2008, the start of the extension would still be 2/1/2008.

The hardware coverage for the eCopy ScanStation never exceeds 5 years of ship date from eCopy.

Q: Where do I go if I have more questions?

If you have questions about eCopy M&S, contact your eCopy Sales Manager or e-mail any questions to sales@ecopy.com.