Software Assurance Agreements from Kodak Alaris

What is the value of Software Assurance?

Software Assurance will help you keep your solution current, ensure that you receive product support to maximize your productivity and uptime, and help you manage your investment.

Keep your software current

- Access to all product updates.
- Receive new features.
- Ensure compatibility with new operating systems.
- Get improved performance with new functionality.
- Auto notifications when new versions are available.
- Receive updated product guides.

Product support

- Access to the highest levels of support expertise.
- Live Remote Support is provided by a Kodak Alaris representative. We will work to quickly resolve your support request to maximize your uptime.
- Email support is available.
- Access to frequently asked questions and other helpful online information.

Manage your investment and your budget

- Protect your investment.
- Plan your expenditures.
- Improve your productivity by getting access to the latest versions and features.
- Discounts for multi-year purchases.

Software Assurance FAQs

- **How do I purchase Software Assurance?** Software Assurance from Kodak Alaris can be purchased directly from Kodak Alaris or a Kodak Alaris partner.

- **At renewal time, how will I be notified that it is time to renew?** Prior to the Software Assurance expiration date, Kodak Alaris or a Kodak Alaris partner will contact you with the renewal details.

- **I see that you offer multi-year discounts.   What is the benefit of a multi-year renewal?** With the purchase of a multi-year renewal, you can plan your costs, save money, and receive expert support from Kodak Alaris or a Kodak Alaris representative. Kodak Alaris offers a discount (off of the annual rate) if a three (3) year renewal is purchased. Please contact your local Kodak Alaris representative for more details.

- **If I do not renew Software Assurance, can I still receive support?** Yes. Kodak Alaris does provide Time and Materials support. However, customers who do not have Software Assurance may experience response delays as Kodak Alaris prioritizes support to customers who have an active Software Assurance agreement. Additionally, without an active Software Assurance agreement, you are not eligible to receive product updates so you will not be able to take advantage of product enhancements as they are released.

- **What happens to my Software Assurance if I add more products to my solution?** For Server/Client based solutions, Software Assurance is purchased when the new product is purchased. At the next renewal date, Kodak Alaris will create a new expiry date for the entire solution and will provide an estimate to bring the entire solution to a new expiry date.

- **What happens if I have a lapse of coverage?** Kodak Alaris may offer a customer the ability to backdate their Software Assurance to the previous expiration date. The backdate offer requires a minimum purchase of 12 months of forward Software Assurance starting at the invoice date.

For example, if the previous Software Assurance expired three (3) months ago, the customer will be invoiced for three (3) months plus an additional twelve (12) months; the twelve (12) months of Software Assurance coverage begins at the invoice date. Additional charges may apply. These offerings are provided at Kodak Alaris' sole discretion.

- **What software versions does Kodak Alaris support?** Kodak Alaris will provide technical support for the current major release to the previous major release. Major releases are 1.0, 2.0, and so on. For example, if the current release is V4.2, Kodak Alaris will provide technical support to all releases back to, and including, V3.0.

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