

PLATFORM MAINTENANCE

Version Upgrades.
Expert Phone Support.
Exclusive Discounts.
Upgrade Credit Eligibility.
Ownership/Location Transfer Eligibility.

Platform Maintenance is a full-featured plan designed to ensure that ThinManager systems evolve with your facilities at the lowest possible out of pocket investment.

VERSION UPGRADES UPON RELEASE

Platform Maintenance includes upgrades to ThinManager, ThinServer, Relevance, ThinManager firmware, terminal capabilities database, and touchscreen drivers as long as your Platform Maintenance plan is up to date at the time of the new release. A less expensive way to keep your system current DOES NOT EXIST! Platform Maintenance saves you from having to make more costly upgrade purchases down the road.

ACCESS TO LIVE TECH SUPPORT

The ThinManager tech support department is run by the same people who develop ThinManager. Your call will be directed quickly to a friendly, knowledgeable member of our tech support team to assist you with ThinManager in order to ensure you have as much uptime as possible.



The ThinManager Platform Maintenance Plan entitles a customer to one year of technical support. Phone support is available 24 hours a day, 7 days a week. We support ThinManager, Relevance, ThinManager Ready hardware, and "ACP" Thin Client software. We reserve the right to refer terminal server application issues to the appropriate application vendor. Customers who have a Platform Maintenance Plan receive included upgrades to ThinManager, ThinServer, firmware, terminal capabilities database, modules, and touchscreen drivers. ThinManager Platform Maintenance is a separate and distinct value added program that is not covered by TechConnect.

EXCLUSIVE DISCOUNT OPPORTUNITIES

Platform Maintenance customers enjoy exclusive discounts on a variety of items such as technical hands-on training events, new product offerings, ThinManager customer events and more.

ELIGIBILITY FOR CREDITS IN UPGRADE TO ENTERPRISE/FLX

ThinManager is a highly scalable solution. For Platform Maintenance customers looking to scale up from their initial install to Enterprise or Flex licensing, ThinManager offers direct credits toward your upgrade. Upgrade credits are based on the value of your initial purchase.

ELIGIBILITY FOR OWNERSHIP/LOCATION TRANSFERS

Platform Maintenance customers are eligible for no-cost location transfers of ThinManager licensing.