PLATFORM MAINTENANCE

Version Upgrades.
Expert Phone & Email 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

ThinManager support calls and emails are handled by over 75 global HMI & Visualization support resources spanning 9 call centers and providing support in 10 languages. Your call will be quickly directed to a friendly, knowledgeable member of our tech support team in order to ensure you have as much uptime as possible.

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 LICENSING

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.

ThinManager Platform Maintenance Changes Effective November 1, 2018

- No more complimentary phone or email support within 30 days of initial purchase unless Platform Maintenance is current.
- No more complimentary email support unless current on Platform Maintenance.

In order to be considered current on Platform Maintenance, all ThinManager Product Licenses under a ThinManager Master License must be current. An end user must be current on Platform Maintenance to receive phone support, email support and/or version upgrades.

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.