SUPPORT
services

MIGRATION SERVICES

START-UP SERVICES

PLANNING SERVICES

WARRANTY

SUPPORT SERVICES

MAXIMIZE YOUR INVESTMENT
IN DATACARD® SOFTWARE PRODUCTS

Datacard Group continuously improves the features and functions of our software products. When you choose a Datacard Software Maintenance Agreement (SMA), you get access to new software versions immediately, as well as unlimited technical support by phone and other outstanding advantages.

- **Expert technical phone support.** With an SMA, you get unlimited access to Datacard software support experts who answer your questions quickly and provide the help you need to be successful. The Customer Care Center answers calls 24/7, and software support engineers are available to speak with you from 8:00 a.m. to 5:00 p.m. CST, Monday through Friday.

- **Software upgrades, updates and service packs at no charge.** During the term of the SMA, you will receive all released enhancements for your Datacard software. This includes all version releases to the left and right of the decimal. In other words, your organization can take full advantage of new features and enhancements quickly, which may enhance your overall productivity.

- **Online tools.** Your SMA includes access to an online database of software drivers, technical tips and answers to frequently asked questions.

- **12- and 24-month agreements.** Each SMA gives you the option to renew the agreement at the end of its term. We also offer other multi-year contracts on request.
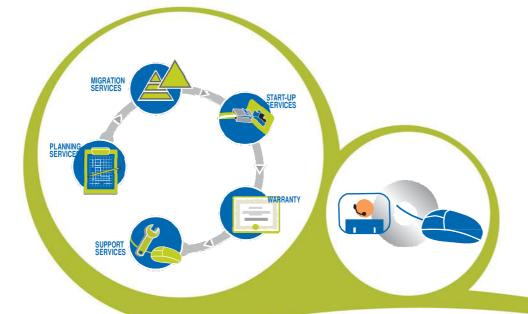
Help ensure your success

- Lower costs. An SMA is less expensive than purchasing software updates, upgrades and technical support individually.

- Better planning. A fixed annual investment allows you to plan for support expenses instead of incurring unexpected charges.

- Faster resolution. Datacard software experts are available to assist when you need help. An SMA ensures priority service when you call.

- Higher productivity. Allow your staff to focus on core activities and let our technical experts resolve product-specific issues.

- More capabilities. An SMA helps ensure your organization has the most advanced, robust and easy-to-use software version available.

Datacard Group

SECURE ID AND CARD PERSONALIZATION SOLUTIONS

Acquire the Most Advanced Software — Automatically

Software Maintenance Agreements are available for all standard and custom Datacard® software products.

STANDARD DATACARD SOFTWARE

Summary

Software Maintenance Agreements (SMAs) are available for all standard Datacard® software products.

The agreement includes a combination of upgrades and updates provided at no additional charge, as well as unlimited technical support by phone.

The standard SMA term is 12 months. We also offer a 24 month term for IDWorks and IDCentre. Multi-year agreements are available upon request.

Value

- Immediate access to new features and functions
- Lower total costs
- Predictable support costs
- Stronger investment protection
- Priority treatment for phone support
- Faster issue resolution
- Higher productivity

Offerings

- Unlimited telephone support for two designated technical contacts. Additional contacts may be added on a quotation basis.
- Upgrades and updates are provided at no additional charge. These include new version releases to the left and right of the decimal (e.g. moving from 1.0 to 2.0 or 3.0 to 3.1).
- Notification of updates and upgrades to SMA customers will be provided upon release of updated software. The notification will specify if the shipment is automatic or requires an order to be placed.

Note: SMA provision for enhancements applies to the software product and does not include upgrades to the license level for the number of users (if applicable), optional software products or additional software product modules, nor does it apply to any hardware that may be required.

CUSTOM DATACARD SOFTWARE

Summary

Software Maintenance Agreements (SMAs) are often available for custom-developed Datacard software products.

The standard SMA term is 12 months. Multi-year agreements are available upon request.

Value

- Lower total costs
- Predictable support costs
- Stronger investment protection
- Priority treatment for phone support
- Faster issue resolution
- Higher productivity

Offerings

- Unlimited telephone support for two designated technical contacts.

Note: New software features, enhancements and testing are not included for custom developed software. These services are available by special quote.

DatacardGroup

**PHRS Card Solutions
Phone: +27 86 633 978
Phone: +27 12 329 6216
Fax: +27 329 6188
Fax t mail: +86 2420 918
Email: lynette@phrs.co.za
web: www.phrs.co.za**