

DigaCare

CUSTOMER INFORMATION



BENEFITS

DigaCare is the customer-friendly service and support concept from DAVID Systems. Enhanced services such as telephone hotline or update and upgrade services are the mainstay of the revised DigaCare service agreement. The different service packages, **DigaCare** and **DigaCare EPL**, vary in the scope of services offered and in price to accommodate individual customer requests.

DigaCare is designed to protect your software investment. Get the extensive services for the continuity that all broadcasting operations need!

- DigaCare covers defined services see section 2
- DigaCare provides access to DAVID Systems Information Systems see section 3
- DigaCare defines version management see section 4
- DigaCare defines different levels of support see section 5
- DigaCare defines error priorities and troubleshooting procedures see section 6
- DigaCare – Rates, discounts, and contacts see section 7

TYPES AND SERVICES

DigaCare covers the maintenance and service for software (excluding on-site customer service).

Support is primarily provided via our online Ticketing system, eMail and phone.

Support - Overview	DigaCare	DigaCare EPL
eMail-Support	yes	yes
Hotline	yes	yes
Guaranteed Response Time	yes	yes
Support Newsletter	yes	yes
Access to S.I.S. - SupportInformationSystem	yes	yes
Remote Access	yes	yes
Updates included	yes	yes
Access to MyDigaSystem	yes	yes
Monthly Info Call	yes	yes
Special Discount on Upgrades	yes	yes
Special Discount on new Licenses	no	yes
Special Regulations for Enterprise use	no	yes



SUPPORT HOURS

Monday to Friday 9:00 a.m. to 7:00 p.m. (CET/CEST)

Exception: German holidays and special regulations.

SUPPORT INFORMATION

The DigaCare concept includes comprehensive information management. You will constantly be kept up-to-date on new developments – in writing or online. The **Support Newsletter** is published on a regular basis. All information can also be accessed online.

Access to the S.I.S. **SupportInformationSystem** provides online information, such as version database, parameter database, support forum with FAQs and user discussion forums, as well as a support request form. DAVID Systems Support offers a monthly Information Exchange service for their customers. This service check is conducted as a telephone conference between the customer's system administrator and a member of the DAVID Systems support team.

MyDigaSystem is a convenient and easy-to-use system for logging and tracking support calls. Access to the system is password-protected and integrated in the S.I.S. All important information just like call number; call summary; call priority and the status is made available to you.

DigaCare EPL (Enterprise License): DigaCare EPL is an integral part of the enterprise license agreement. Individual conditions that fit your company's needs will be negotiated. Additionally a special discount on new licenses, as well as on software upgrades will be given.

DEFINITIONS – VERSION MANAGEMENT

Software Updates: Change from an older to a newer release of the same DigaSystem module on the same platform. Updates include improvements and minor enhancements of the licensed software as well as modifications to the licensed software such as bug fixes. Updates are identified by the higher number after the decimal point of any module, e.g. from 5.0 to 5.1. Updates are released at irregular intervals and are made available free-of-charge.

Software Upgrades: Change on the same platform from an older to a newer release which contains major modifications to and functional enhancements of the licensed software. An upgrade is identified by the higher number before the decimal point of any module, e.g. from 5.0 to 6.0. Upgrades of supported modules are typically released every 2 to 4 years and are subject to a charge.

Software Crossgrades: A Crossgrade denotes a software module that has been discontinued. Its functionality is replaced by a new module of a different name. Crossgrades are treated like upgrades.

Information about new DAVID Systems module versions is released by the S.I.S. or announced via newsletter.



PRIORITIES

DigaCare and **DigaCare EPL** customers enjoy the advantage of call prioritization. For this purpose, DAVID Systems Support handles Support Cases in four priority levels that cover all severity levels from “System Down” to “Low” priority. A customer, at any time, can modify the priority of his ongoing Support Cases so it reflects the current needs. A detailed explanation of the priority levels can be requested from DAVID Systems Support at any time.

TROUBLESHOOTING – REMOTE ACCESS

To speed up troubleshooting, DAVID Systems can use Remote Access applications such as NetViewer to analyze issues closely without the need of sending a support specialist to your site. If your company already has other corporate Remote Access solutions in place, we are happy to adapt these as well.

SERVICE RATES

The calculation of the service rate is based on the reference value of the total DAVID Systems software installation. If additional software modules are purchased during the term of the **DigaCare** agreement, the reference value increases proportionately – this does not apply for upgrades.

DigaCare is available for audio and video projects (AV), convergence projects are treated like video projects.

Discounts on Upgrades: **DigaCare** and **DigaCare EPL** customers receive a special discount on upgrades.