

DigaCare

CUSTOMER INFORMATION



BENEFITS

DigaCare is the new customer-friendly service and support concept from DAVID Systems. Enhanced services such as telephone hotline, update and upgrade services or extended support hours are the mainstay of the revised DigaCare service agreement. The different service packages – **DigaCare Mini**, **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 by email and phone.

Support - Overview	DigaCare Mini	DigaCare	DigaCare EPL
eMail-Support weekdays	yes	yes	yes
Hotline weekdays	2 €/Min.	yes	yes
Guaranteed Response Time	no	yes	yes
Newsletter (quarterly)	yes	yes	yes
Access to S.I.S. SupportInformationSystem	yes	yes	yes
Remote Access	no	yes	yes
Updates included	yes	yes	yes
Upgrades – special discount	0%	25%	25%
Access to MyDigaSystem	no	yes	yes
Monthly Info Check	no	yes	yes
Customer Conference (once/year)	no	no	yes
Extended support hours	no	no	yes



Support Hours

Support hours weekdays:	Monday to Friday 9:00 a.m. to 7:00 p.m. (CET/CEST)
Support hours for EPL:	Monday to Friday 8:00 a.m. to 7:00 p.m. (CET/CEST)
Core hours weekdays:	Monday to Friday 9:00 a.m. to 5:00 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 regularly on a quarterly 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 designated 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. The following information is made available: call number; call summary; display of priorities; category: Bug – Feature – ChangeRequest; request processing status.

DigaCare EPL (Enterprise License): DigaCare EPL is an integral part of the enterprise license agreement. DAVID Systems hosts an annual user conference in Munich for their EPL customers.

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 all major modules are 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 versions is released by the S.I.S. SupportInformationSystem or announced via newsletter.



PRIORITIES

Priority 1 Error

A “Priority 1 Error” means a software bug that jeopardizes the broadcast, significantly reduces system performance or leads to downtimes. The maximum response time is 2 hours during core hours following notification of the error.

Priority 2 Error

A “Priority 2 Error” means a software bug that interrupts important functions or processes (interferes with system operation) that are described in the documentation. The maximum response time is 24 hours during core hours following notification of the error. Program code fixes will generally be included in the next software update.

All Other Errors (Priority 3)

With regard to a Priority 3 Error, DAVID Systems shall undertake all reasonable efforts to include the bug fix or a workaround for the error in the next software update.

Troubleshooting - Remote Access

To speed up troubleshooting, DAVID Systems can use the “Netviewer” application for remote access. Requirements on the customer side: Internet connection (proxy possible) and any browser.

SERVICE RATES

Calculation of service rates 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.

	DigaCareMini		DigaCare		DigaCare EPL	
	Audio	AV	Audio	AV	Audio	AV
DigaCare Rate of Software Reference Price	5%	7%	10%	12%	8%	10%

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 of 25% on upgrades.