Option to extend maintenance support for old versions of RecFind

Background

One of the problems with producing very stable and 100% Microsoft Windows compatible software is that it keeps working long after its due date. Adding a full complement of EDRMS functionality into the base product also means that our old products like RecFind 3.2 and 4.4 and now RecFind 5, still do everything the customer wants them to do.

We of course continually invest in new technology and every five years or so we completely redesign and rewrite our products to take advantage of the latest technology and to protect our customer's investment in our products making sure they are 100% compatible with the current IT environment. RecFind 6 for example, is the 7th major rewrite of RecFind since June 1986.

As part of our ongoing R&D program we first shipped RecFind 6 in December 2008 to all RecFind 5 customers. However, we are noticing that a lot of customers have yet to install it and upgrade from RecFind 5.We had initially allowed twelve months for what is a five to seven day task (including the conversion) thinking that twelve months would be more than adequate time for any customer to plan and run their upgrades.

To date, to all customers that have requested a maintenance extension for an 'old' version of RecFind we have said no; there have been no exceptions. This is because the cost to re-engineer a product like RecFind 3.2 or 4.0 or even RecFind 5 to work with the latest operating system, MS Office, Email and database software is prohibitively expensive and sometimes just not technically possible. It is also not justified for a previous generation product that had already been replaced for free under maintenance (ASU) with a brand new product (e.g., RecFind 6) based on the latest .Net 2008 technology and already compatible with all the latest environmental software. Basically, we have used the funds from the ASU to develop a brand new product and meet our customers' expectations for a modern product totally compatible with current technology and we would really like the customers to install and use it.

It is still true that it would be prohibitively expensive to re-engineer any 'old' RecFind to be compatible with todays and tomorrow's IT environment, we would basically have to rewrite it at huge (wasted) expense. So, we will not be re-engineering any old version of RecFind under any circumstances. There will be no code changes to old versions of RecFind. If you take advantage of this extended maintenance program and experience a problem that is not fixed by any available service pack the only resolution we will be able to offer is either a workaround (usually available from my creative support team) or advise you to upgrade to RecFind 6 as a last resort.

The Option

In summary and against my better judgment (because I know how easy it is to install RecFind 6), I have been convinced by my management team to offer a maintenance life extension for old versions of RecFind. This will be at a cost and with strict conditions on prerequisites.

My best advice is still to upgrade to RecFind 6 and to take advantage of the new technology and new features and increased ease of use of RecFind 6 (with only 10% of the screens and menus of RecFind 5 but twice the functionality).

However, for those customers that for any reason will be really unable to upgrade to RecFind 6 by December 31 2009, we now offer an extended maintenance option.

Service

1. Normal maintenance (ASU) services including free support by email and our support web form with the exception of code fixes as noted above.

2. We will extend the normal service to include free telephone support (usually chargeable at $100 per incident).

3. We will assist you as usual with any matter affecting your version of RecFind and will do whatever we can to ensure that the problem is solved and that you are able to use RecFind in a trouble free and stable environment.

4. We will install and maintain a compatible version (to yours) of RecFind on a server in our support centre such that we can readily support your unique environment and develop workarounds/solutions where required.

5. If required (and we hope not) we will also assist you to move to any new EDRMS product by providing advice and guidance on how to convert data from RecFind (the pre 6 RecFind data model is proprietary and protected and very difficult to extract data from in a conversion unless you have the appropriate tools).

Prerequisites

The prerequisites are that you must upgrade to the latest possible version of RecFind appropriate to your circumstances (e.g., latest version using Oracle) and you must continue to use the last versions of Operating System (server and workstation) and Database and MS Office and Email management software currently compatible with your version of RecFind.

We cannot effectively support you if you upgrade to any later version of any dependent product (e.g., a version of your database software that has not been certified with your version of RecFind). In fact, it is most likely that if you do upgrade to any dependent product not certified with your version of RecFind that RecFind will stop working.

PLEASE make sure your IT support people understand this, this is your responsibility. You need to 'isolate' your old RecFind application in order to protect your data. We are happy to provide advice on how to do this in each case.

Cost

The cost is a thirty-percent loading on your normal ASU (Automatic Software Upgrade agreement).

You must take out an ASU for a minimum of one year. We no longer offer shorter term ASUs.

If you would like to take advantage of this special service please contact our Corporate Account Management team at sales@k1corp.com and include the words "RecFind extended support" in the subject line of your email.

Regards,

Frank McKenna – CEO