AUTOMATIC SOFTWARE UPGRADE (ASU) SERVICE

What Is It?

Knowledgeone Corporation offers a one-year, two-year, three-year, four-year or Lifetime program of automatic software upgrades and free support. This simply means that you can contract with Knowledgeone Corporation to automatically ship you the new versions of your Knowledgeone Corporation software products for a period of one, two, three, four years or for a Lifetime of use and enjoy free support via email and our web form.

How Many Updates Can You Expect?

Knowledgeone Corporation's Automatic Software Upgrade (ASU) service ensures that the customer is shipped at least one product update per annum.

Why?

Compatibility

Knowledgeone Corporation's products are designed for the Microsoft Windows environment. They are also designed to be 100% compatible not only with the current releases of Microsoft Office, Outlook, Exchange and Microsoft SQL server but also products like Adobe Professional.

This means that Knowledgeone Corporation has development partnerships with all of the organizations producing RecFind integrated products and that it is committed to testing and re-certifying its products against the latest releases as they become available. This is an ongoing and some would say 'never-ending' task.

Making our products 100% compatible with just the current release of a product from organizations like Microsoft is also only part of the problem. Because our customers use a 'spread' of operating system versions, we also have to maintain 100% compatibility with previous versions.

As we don't get to tell Microsoft how to build their latest releases we, as the application software vendor, get to do all the hard work making sure our products are 100% compatible with all the latest releases, as well as previous releases.

Why Do You Need Updates?

This is all about protecting your investment in our products. If Knowledgeone Corporation didn't have an ongoing program of testing and certification as we do, your investment in our products would soon be worthless. Because of the ASU program you can continue to use and benefit from our products year after year.

Technological Obsolescence

We have lost track of the number if times clients have asked us to come in and investigate and convert from either a 'home grown' product or one from an extinct software vendor that no longer meets their needs or no longer works in their current IT environment. This is because the product has not been subject to an ongoing and rigorous program of development to ensure that it is continually 100% compatible with all platforms and products in use. In some extreme cases, the outdated product has actually forced the whole organization to stay on an older desktop and/or server operating system (e.g., NT4, WIN 95, and XP) and has seriously affected the organization's ability to implement and roll out new applications.

- Because Knowledgeone Corporation worries about keeping its products up to date you don't have to worry.

- Because Knowledgeone Corporation invests time and money and resources in keeping its products up to date you don't have to.

- Because you have bought a Knowledgeone Corporation product, instead of developing your own, you do no have to worry about an ongoing and expensive software development program.

In a nutshell, Knowledgeone Corporation's ASU program protects your organization from technological obsolescence.

Why Does Knowledgeone Corporation Offer 1, 2, 3, 4 and Lifetime Options?

It is to give you choices. The more years you contract for the less the cost per update. In addition, the longer you contract for the longer the prices are 'locked-in' at today's prices. There are not a lot of software companies that offer to lock in today's prices for four years or for life and then also heavily discount the cost per upgrade as we do. The five terms available provide you a plethora of options in order to help meet your specific needs and budget.

Which Option Should You Take?

Obviously, if you are sure of your needs for the next five years and you are happy with Knowledgeone Corporation's long history of ongoing product redevelopment and support then opt for the Lifetime option. It provides the lowest cost alternative and locks in today's prices for as long as you use our software, thereby also providing the lowest risk alternative.

If you are not sure you can forecast your needs for the next five years and want to hedge your bets somewhat then select the three year option.

If you are a new customer and want to get to know us better or if you have budget constraints this year then run with the one year option.

What Happens If Your ASU Expires?

- You will no longer receive software upgrades.

- You will no longer be eligible to utilize Knowledgeone Corporation's phone or free email Support Service, as in most cases the answer to a support issue will be to move to the latest release, or for Knowledgeone Corporation to develop a fix for the latest release.

Knowledgeone Corporation, like other software vendors, does not apply fixes to previous releases of its software, only to the current release.

A one-year ASU costs 20% of the list price of the software. If you do not have an ASU then it would cost 100% of the list price of the software to move to the next release. Alternatively, Knowledgeone Corporation offers you a lower cost option to paying full list price in those circumstances where your ASU has been expired for more than three months and less than twelve months. You can reactivate your ASU by paying a nominal 25% reinstatement fee (i.e., 25% of the list price of the software). This will always be a significantly lower cost option than paying full price.