



RecFind 6 Upgrade Assistance Service

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The Upgrade Assistance Service ("Service") makes Knowledgeone Corporation responsible for the installation of RecFind 6 upgrades and service packs released by Knowledgeone Corporation.

With this Service you gain access to the latest technology, functionality and fixes as soon as possible. You also have K1Corp experts performing the installation; obviously, no one knows better than us how to install our software upgrades. Each installation is warranted for three (3) calendar months from installation.

How do we do it?

To perform the installation we schedule an agreeable time with you and utilize our alternative to the normal 'on-site' service called GoToAssist. This service avoids the high costs and scheduling problems associated with actually putting a technical person in your office.

This unique service allows an experienced Knowledgeone Corporation technician to work on your RecFind 6 server and install the upgrades, service packs or new software as if he/she were actually sitting on your site. Operationally, it is no different from having a live person on site. However, the costs are a fraction of the 'live person' service and scheduling can be arranged at short notice with no travel costs involved.

1. We first install and verify each update or service pack on your test system and then complete the process on your production system. That is, we upgrade both your test and production systems.
2. The Service includes an online webinar on the new features of each new release.
3. The Service includes up to 4 online hours of configuration changes if required for each new release. These hours must be used within 3 months of the date of the first installation of a new release (on the test or production server).
4. The Service includes the online installation of any new server-based (i.e., not workstation based) software you purchase during the period of the service agreement. For example, if you purchase the RecFind 6 web client or RecFind 6 GEM or RecFind 6 RecCapture this service includes the installation of those 'new' products.

Terms & Conditions

- It is a pre-requisite that you have a current ASU (Automatic Software Upgrade service) to utilize the Service. By policy, we do not provide support to sites that do not have a current ASU.
- Our obligations are limited to installing new releases, service packs and new products on the test and production servers. The service excludes updating workstations. We will, however, provide instruction and demonstrate one workstation installation.
- Excludes any data conversion.
- Excludes the upgrade of any customized triggers or reports.

- We guarantee to make at least one new release or service pack available for installation each calendar year.

Benefits

1. You are always on the current release of our software; avoiding bugs and incompatibilities.
2. The upgrade operation will be as short as possible and as least disruptive as possible.
3. It costs a fraction of what it would cost if your internal IT or outsourced services provider performed the same services.
4. You can relax knowing that the service is conducted and warranted by experienced employees of K1Corp; the developers of RecFind 6. No one knows our software better than us; no one can install updates and new software faster or better than us.

Cost

Options:

1. You can contract on an annual basis. The cost is:
\$7,000 for 12 months
2. You can also pay a monthly subscription fee. The cost is \$600 per calendar month, minimum period of 12 months.

Please contact sales for a quotation, [click here....](#)

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