AUTOMATIC SOFTWARE UPGRADE (ASU) SERVICE

What Is It?

Knowledgeone Corporation offers a one-year, two-year, three-year, four-year or five-year program of automatic software upgrades and free support via email or our web form. This simply means that you can contract with Knowledgeone Corporation for all the new versions of your Knowledgeone Corporation software products (downloaded from our website) for a period of one, two, three, four or five years and enjoy free support via email and our web form for the contracted ASU period.

How Many Updates Can You Expect?

Knowledgeone Corporation's ongoing software development program aims to ensure that there is at least one new major upgrade per annum on average. We also produce minor upgrades, fixes or service packs on an as required basis.

Why?

Support

By long-standing policy, if you do not have an ASU, we do not provide support of any kind. A current ASU is a prerequisite to receiving support from Knowledgeone Corporation.

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 some previous versions (usually the current release plus the previous release).

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 the previous release.

Why Do You Need Updates?

This is all about protecting your investment in our products. If Knowledgeone Corporation did not have an ongoing program of development, 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 of 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., 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 do not have to worry.

- Because Knowledgeone Corporation invests time and money and resources in developing and re-engineering and testing and certifying its products to keep them up to date you do not have to.

- Because you have bought a Knowledgeone Corporation product, instead of developing your own, you do not 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 5 year 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 up to five years and then also heavily discount the cost per upgrade as we do. The five terms available provide you with 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 five-year option. It provides the lowest cost alternative and locks in today's prices for the longest period, 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 support services, either paid-for support or free email and web form Support Service. That is, if you do not have a current ASU, we do not provide support of any kind.

However, notwithstanding the above, please contact us and we will see what is possible with an ASU renewal. support@knowledgeonecorp.com