

UPGRADE ASSURANCE

What is InterDyn AKA's Upgrade Assurance Plan?

InterDyn AKA's Upgrade Assurance Plan takes away the concerns you have around upgrading your business solutions and keeping your systems current. For an annual fee that is far less than what you would ordinarily pay to upgrade, we will provide you with one upgrade per year.

Every business has the desire to stay current on business solution software, yet after the initial implementation other time and budget priorities make it challenging to do so. Often, this results in outdated software versions, frustrated users requesting newer modules and functionality and managers not having the access to the most updated business intelligence technology. In addition, many are put off from upgrading for fear of the runaway costs involved. With Upgrade Assurance in your annual budget, you can be sure your systems are always up to date and operating at their full potential.

What does Upgrade Assurance include?

Upgrade Assurance covers all consulting fees required to upgrade your Microsoft Business Solutions software, Microsoft SQL Server, Citrix Software, third party products, customized reports and screens and Smartlist queries. In addition, at the time of your upgrade, your personnel will be brought to our training center to learn about any product enhancements and functionality changes available in the new version. This occurs while our consulting team is performing tasks at your site, ensuring that your business solution users are productive while their system is inaccessible.

We will perform an upgrade for you once per 12 month period, beginning on the date you execute our Upgrade Assurance Plan or on the anniversary date each year thereafter. In addition, we will install service packs twice per 12 month period at your request.

What is the cost for upgrading our module customizations and integrations?

Any module customizations or integrations that we have created should be covered by a separate enhancement plan and there should be no additional cost for these at the time of the upgrade. If enhancement plans have not been signed for any module customizations or integrations, you will be billed on a time and materials basis to make them compatible with the new version.

Will my annual fee ever change?

It is not very common that a company's upgrade requirements change from year to year, however if you add modules that require special attention or if your business system grows substantially in size and/or complexity we may reevaluate your annual fee. We will inform you of any changes and obtain your approval before your annual renewal becomes due.

How far in advance should I schedule my annual upgrade?

We recommend beginning the scheduling process at least four weeks prior to the time you would like the upgrade to be performed. This will ensure that all preparation is completed and that we have sufficient resources available to perform a dependable, successful upgrade.