



Kofax Maintenance

Software Assurance & Support FAQ

SYSCOM works closely with our partner Kofax to provide immediate First Level Support for their capture products. Kofax provides the Software Assurance program to provide customers access to new releases of the Ascent Capture software. Read below for details of what you can expect from SYSCOM and Kofax under the Software Assurance program.



FAQs

- **What is Software Assurance?**

Software Assurance is a Kofax program, administered by SYSCOM for its clients, that allows customers access to fixes, patches, and upgrades to the Ascent Capture software they purchase.

- **How much does Software Assurance cost?**

Software Assurance costs 18% of the current list price of the software title, per year.

- **Do I have to purchase Software Assurance?**

The first year of Software Assurance is not optional. You may elect not to continue coverage after the first year.

- **What is provided under Software Assurance?**

Kofax will provide patches, fixes, and upgrades to any Ascent Capture titles under Software Assurance free of charge. SYSCOM will provide First Level Support to customers who maintain Software Assurance on their Kofax software.

- **Are there volume discounts available?**

Yes. If you purchase three years of Software Assurance at one time, there is a significant discount. Instead of paying 54% of list price (18% + 18% + 18%), the cost would be 44% of list price for three years of coverage.

SYSCOM Support Center

- **How do I get help with Kofax issues?**

For any issues that fall within First Level Support, simply call the Support Center at 410.539.3733, ext. 2806.

- **When is the Support Center open?**

SYSCOM's Support Center is open Monday through Friday, 8 AM to 5 PM, EST.

- **What is considered First Level Support?**

Any customer who purchased through SYSCOM may call for help with any *system errors* or *software defects* they encounter.

- **What isn't considered First Level Support?**

Issues that fall outside First Level Support include, but are not limited to, configuration questions, integration assistance, and rollout planning. SYSCOM has a variety of Support Plans that can be established to provide you additional system support.

- **How do I set up a Support Plan?**

Instructions for setting up a Support Plan with SYSCOM are available on the SYSCOM website at <http://www.syscom.com/customer/customer.html>

