



## EXTENDED SOFTWARE MAINTENANCE AGREEMENT

### PROGRAM PROFILE

Extended Software Maintenance is the most cost-effective method for Perkin-Elmer software licensees to maintain software at the most current level available from Perkin-Elmer. When covered by Extended Software Maintenance, you are assured of receiving current releases of covered software products at no additional charge during the yearly period of coverage.

### WHO NEEDS EXTENDED SOFTWARE MAINTENANCE

Extended Software Maintenance is for Perkin-Elmer system users who recognize the benefits of using the most current level of Perkin-Elmer software. Customers who do not regularly require the support of a Perkin-Elmer Software Services analyst will find the Extended Software Maintenance Agreement to be an effective aid to enhancing system performance. Your local Perkin-Elmer representative can review the Agreement prerequisites with you and help you to place your order.

### BENEFITS

- **AUTOMATIC DISTRIBUTION OF SOFTWARE**  
Maintenance releases and revisions of software products will be delivered to covered users on magnetic tape as part of the plan's standard coverage. Revised documentation will also be provided when appropriate.
- **FIXED YEARLY CHARGE**  
Extended Software Maintenance is provided through a fixed yearly charge based upon the current Perkin-Elmer software products covered. There are no last minute "extras".
- **REDUCED COST**  
Extended Software Maintenance provides the most current level of covered products at a cost which is significantly reduced from that obtained when individual releases are ordered separately. You will be covered by a low-cost "insurance policy" that allows you to plan your software expenditures for enhanced software products.

### FEATURES

- **REVISIONS —**  
A revision to a software product contains enhancements, including functional changes, judged by Perkin-Elmer to be advantageous to its users. Revision packages include the associated revised documentation.
- **MAINTENANCE RELEASES —**  
Maintenance Releases incorporate all validated problem resolutions since the most recent release of a software product. Maintenance Releases also include revised documentation typically in "change page" form.

- **SOFTWARE SUBSCRIPTION SERVICE —**  
This monthly publication includes information on the latest developments in Perkin-Elmer's current software products and also provides information on new software products and services.

- **SOFTWARE CHANGE REQUEST SERVICE —**  
This service provides a means of reporting problems encountered with Perkin-Elmer software products. Reported problems are verified and acknowledged along with being forwarded to Perkin-Elmer's central maintenance facility for correction.

## **PERKIN-ELMER**

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The information contained herein is intended to be a general description and is subject to change with product enhancement.

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