

UCOPIA MAINTENANCE CONTRACT

UCOPIA offers solutions for mobile management in wireless networks. The UCOPIA products responds to the needs of small, medium and large companies, shops and shopping centres, congress centres, stadiums and airports.

A UCOPIA offer consists of a server, licenses (devices connected simultaneously) and an associated service contract.

UCOPIA MAINTENANCE

UCOPIA maintenance is valid for 3 to 5 years, and includes a set of services and references.

The Material Guarantee :

Replacement (RMA)* or Field Repair (ROS) is provided in the event of a hardware failure.

*RMA in D+1 in France in the case of a hardware failure declared and qualified before 3:00 PM / Best effort in the rest of the world.

The Corrective / Evolutionary Updates and URLs base :

Access to patches, optimization and new product features.

The URL base of a controller is updated every night.

UCOPIA Technical Support (certified partners) :

Our Support Team assists our certified partner integrators for incident resolution.

**MATERIAL GUARANTEE**

**CORRECTIVE AND EVOLUTIONARY UPDATES**

**TECHNICAL SUPPORT**

NEW ACQUISITION

STANDARD MAINTENANCE

- Minimum duration : 3 to 5 years maximum
- At the end of the 3 years, possibility of renewal until 2 years
- Maintenance for Hardware solutions cannot exceed 5 years.
- At the end of the 5 years, the hardware must be changed thanks to the UCOPIA Trade-In offer (possibility of a renewal 2 years, only software).

- Service for Virtual solutions has no limitations in terms of obsolescence.

MAINTENANCE 3 YEARS EXPRESS 250 = UCP-EXP-250-M3
MAINTENANCE 5 YEARS EXPRESS 250 = UCP-EXP-250-M5

- Access to the UCOPIA Technical Support

Beware, UCOPIA Support service does not take care of the end customers

UCOPIA support is open Monday to Friday from 9 AM to 6 PM.

For the service contract to be valid, the customer's major software release cannot be less than N-2.





**VALID MAINTENANCE CONTRACT (3 TO 5 YEARS)**

RESSOURCES

Access all commercial, pre-sales and technical content

<https://ucopia.com>

Solutions presentation, blog, business cases, webinars,...

<https://marketingproximity.com>

Dedicated website for proximity marketing

<https://extranet.ucopia.com>

Documentation, FAQ, incident opening...

<https://uws.ucopia.com/admin>

UCOPIA Web Services (UWS)

Distant access, versions, maintenance follow-up, Proximity services,...

Let's talk !

 ucopia.com
marketingproximity.com

 [@UcopiaFR](https://twitter.com/UcopiaFR)
[@Ucopia](https://twitter.com/Ucopia)

 [Ucopia-communications](https://www.linkedin.com/company/ucopia-communications)

 [UCOPIA-Communications](https://www.facebook.com/UCOPIA-Communications)

 [UCOPIA](https://www.youtube.com/UCOPIA)

MAINTENANCE RENEW

PHYSICAL SERVER RENEWAL - 4th and 5th years

- Reserved exclusively for the 4th and 5th years.
- Retroactive to the date of the previous contract.

MAINTENANCE EXTENSION 1 YEAR EXPRESS 250 = UCP-EXP-250-EXT-M1

PHYSICAL SERVER RENEWAL - 6th and 7th years

- For customers who have not planned in their budget a hardware change via the Trade-In offer, UCOPIA ensures the software for a 6th and 7th years (maximum).

If the server breaks down the client will have to buy a new one

SOFTWARE MAINTENANCE EXTENSION 1 YEAR EXPRESS 250 = UCP-EXP-250-SW-M1

VM RENEWAL

- No virtual server obsolescence on service renewals
- Retroactive to the date of the previous contract

MAINTENANCE EXTENSION 1 YEAR EXPRESS 250 = UCP-EXP-250-EXT-M1

MAINTENANCE EXTENSION 3 YEARS EXPRESS 250 = UCP-EXP-250-M3

MAINTENANCE EXTENSION 5 YEARS EXPRESS 250 = UCP-EXP-250-M5

TRADE-IN OFFER

Trade-In is a hardware exchange program: the end client or partner must send the old server back to UCOPIA within a maximum of 3 month:

UCOPIA Weblib Groupe - 16 rue Auguste Vacquerie - 75016 Paris

TRADE-IN OFFER CONCEPT

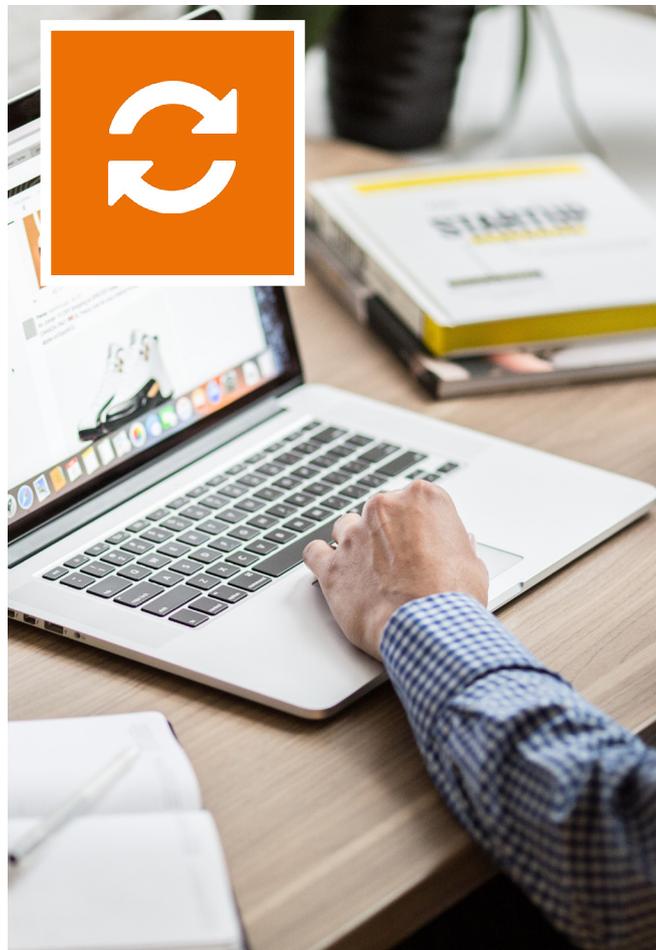
- Reserved for physical servers only
- The lifetime of UCOPIA servers is up to 5 years
- At the end of the 5th year, the equipment must be changed thanks to UCOPIA Trade-In offer.

TRADE-IN - FEES

- 80% discount for certified partners
- 5% discount for non certified partners

Fees are provided for the administrative transfer of the license from the old hardware to the new and the possibility for the partner to contact the support on the migration procedure (configuration transcription and migration of user logs).

The Trade-in offer is composed of a new server, fees, and maintenance 3 to 5 years (the license being valid for life).



PRIVILÈGE SERVICE

It is possible to complete the standard maintenance by subscribing to the Privilege service (the standard contract must be valid).

The Privilege contract is valid for the entire UCOPIA fleet of the final customer.

The Privilege contract offers:



**DIRECT ACCESS TO
UCOPIA TECHNICAL SUPPORT IN 9X5**



SLA AND GTR OPTIMUM



2 DAYS OF PROFESSIONAL SERVICES BY UCOPIA CONSULTANTS
(Per year of contract)