

Annual Maintenance Agreement

After a successful installation, it's important to ensure that your OnSite™ system continues to grow with your business and offer new benefits in the following years.

To protect and increase the value of your investment in OnSite, Cimulus offers annual maintenance agreement options for all installations. These agreements may be purchased or renewed at any time, and offer continuing service and support tailored to your company's needs.

Why Choose a Maintenance Agreement?

Cimulus' hourly consulting services are available to all clients whether or not they have a current Maintenance Agreement. However, when you choose to participate in Cimulus' OnSite Maintenance Program, you will receive the following additional benefits:

On-Site Performance Evaluations

Cimulus offers on-site performance evaluations as part of every maintenance agreement. Under the standard maintenance agreement, our engineers will travel to your site twice each year to review the system performance, making suggestions on how to maximize your investment in OnSite. And to help you implement those suggestions, each visit will include up to 8 hours of on-the-spot consulting and programming services. These visits are scheduled at your convenience, and may be used for virtually any purpose.

Priority Service

Cimulus will maintain a complete archive of the customized source code and enhancements for as long as you participate in the Maintenance Program. This will allow Cimulus to quickly respond to any reported issues or concerns, and even to provide emergency recovery services if needed. As a program member, you will have unlimited access to our standard technical support, and your requests will be handled at a higher priority than regular hourly support tasks.

Access to Software Updates

OnSite is continually being enhanced and improved by Cimulus. As a participant in the Maintenance Program, Cimulus will notify you as new features and enhancements become available. You will also be eligible to receive free updates to any modules you have installed.

Terms and Conditions

Cimulus' OnSite Maintenance Agreement is available in multiple durations, as follows:

- \$ 5,000 for 1 year of coverage, including 2 On-Site Evaluations.
- \$ 8,500 for 2 consecutive years (\$4,250/yr.)
- \$ 12,000 for 3 consecutive years (\$4,000/yr.)

Travel costs of up to \$500 per visit are included. Prices shown are per individual license, and each agreement includes unlimited access to Cimulus' technical support during normal business hours.

Cimulus can also offer specialized support programs, including additional site visits, 24-hour emergency support, and guaranteed response times. Contact us for more information on these programs.

Please contact Cimulus for more information or to join the OnSite Maintenance Program!

