Software Maintenance

Software Maintenance, Enhancement, and Support (ME&S) Overview

Maximize Testing Efficiency

Software technologies continue to change rapidly. This constant migration can create many challenges when trying to keep systems current and compatible, while meeting increasing workload demands. MTS offers a Software Maintenance, Enhancement, and Support agreement (ME&S) that can be tailored within your Assured Maintenance Plan (AMP) to make it easy and cost effective to continuously maintain and enhance your system performance.

Automatic Updates and Upgrades

The MTS ME&S agreement provides automatic software updates to you as they become available from MTS. These can include enhancements to select existing MTS software programs, compatibility with new or enhanced computer operating systems, and software upgrades that become available after initial program purchase. The latest software in your laboratory means you can optimize tests by employing the latest technologies, thus keeping your lab well positioned to meet tomorrow's testing requirements.

Easier Budgeting with Fixed Costs

The ME&S agreement is the most economical way to maintain your software. Without the plan, you would have to purchase upgrades and updates separately. In many cases, the price of one upgrade can equal as much as two to three years of ME&S coverage. With the ME&S agreement, your annual investment is fixed because there is just one annual rate for coverage of all MTS software for your system.

Design the Plan to Fit Your Needs

ME&S agreements are designed to be purchased at the time of equipment purchase or shortly thereafter. They are sold in 12-month coverage increments, and you qualify for discounts if you have multiple systems.

Enrollment

- ME&S contracts run for 12 consecutive months. You will be automatically contacted near the end of the initial ME&S agreement coverage period for contract renewal.
- An ME&S agreement can be purchased at any time; however, only owners of a current software release are eligible for purchasing an ME&S agreement.
- When an ME&S agreement expires and must be reactivated, purchase of a software upgrade to current release is required. Contact MTS for price information on upgrades to current releases.
- Under the AMP program, MTS requests payment for each 12-month increment at the beginning of that period.
- The purchase of PC operating systems and third party applications required to run your MTS software are not included.
- Software upgrades and updates are designed to be self-installed by the system user; however, installation service is available for an additional charge.
- To ensure compatibility, all dependent MTS software applications and system software installed must be covered with an ME&S agreement if any are to be covered.
- Customers with more than one license per site need to cover all licenses under one plan.

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