

RevShield Program

Summary

RevShield provides for software assurance and technical support. The main objective of software assurance is to ensure that the processes, procedures, and products used to produce and sustain the software conform to all requirements and standards specified. Software Assurance provides for Patches and Upgrades. Without RevShield, there is an hourly charge for support.

All Revcord products come with a limited five year hardware warranty and a limited one year software warranty. All systems at the time of purchase include the standard RevShield RSSTD. Please see the Revcord Warranty Statement and the RevShield Service Level Agreement for additional information.

Software Assurance Terms

Provided below is a glossary of terms and descriptions to better understand the products and processes associated with Software Assurance.

Upgrades

“Upgrades” are version to version upgrades such as Version 9 to Version 10. Unless you are under the RevElite program, there is a charge of 20% of the MSRP to go from version to version.

Patches

A “Patch” is a piece of software designed to update the Revcord software or its supporting data, to provide Hotfixes, new features and improvements, and to address errors, failures, or faults introduced by third parties/external factors. This is included in your RevShield software assurance program but not available if RevShield is inactive. Performance issues caused by outside third parties could result in the upgrade to a newer version of software. Version to Version upgrades have a fee which is outlined on the Revcord Price List if Revcord.

Software Hotfix

A “Hotfix” addresses an error, flaw, failure, or fault in the Revcord software that causes it to produce an unexpected result or to behave in unintended ways. Software Hotfixes do not address errors, failures, or faults introduced by third parties/external factors.

Revshield Packages

RSSTD: This is the base package that is included in your first year of purchase. It provides for 9 to 5 Help Desk, In Version Upgrades, and Patches for all systems. The MSRP is 6% of the retail price of the product being purchased.

RSPLUS: This package provides for 24/7 Help Desk, Logmein Monitoring, , In Version Upgrades, and Patches for all systems which will be subject to the RevShield program terms and conditions. The MSRP is 9% of the retail price of the product being purchased.

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RSPLUS-24: In addition to the RSPLUS, the Dealer will receive onsite service with a next day response for all systems which will be subject to the RevShield program terms and conditions. The MSRP is 12% of the retail price of the product being purchased.

RSPLUS-4: In addition to the RSPLUS, the Dealer will receive onsite service with a four hour response for all systems which will be subject to the RevShield program terms and conditions. The MSRP is 15% of the retail price of the product being purchased.

Subject to the terms and conditions of the RevShield Service Level Agreement, Revcord provides for Training, Use of the Software, Patch Implementation, Onsite Support Dispatch, and Configuration.

Technical Support

If you are not on RevShield, there is an hourly charge of \$250 per hour. With RevShield, Technical Support and the items covered are in the RevShield Service Level Agreement. In general RevShield covers the following items: Operational Questions, Trouble Shooting, and Onsite Support Dispatch. Regarding the timing of support requests they are broken down into three categories:

- Level 1 –The impact of the reported deficiency is such that the recorder is not recording. Revcord will commence work on resolving the deficiency within one (1) hour of notification until an acceptable resolution is achieved.
- Level 2 – Important features of the Software are unavailable, but an alternative solution is available or non-essential features of the Software are unavailable with no alternative solution. The customer impact, regardless of product usage, is loss of operational functionality or implementation resources. Revcord will commence work on resolving the deficiency within one (1) business day of notification and will engage staff during business hours until an acceptable resolution is achieved.
- Level 3 – Customer submits a Software information request, software enhancement or documentation clarification which has no operational impact. The implementation or use of the Software by the Customer is continuing and there is no negative impact on productivity. Revcord will provide an initial response regarding the request within one (1) business week.