



PRODUCT INFO:

Software Maintenance for Canto Cumulus

The best way to stay current with new software releases, and receive expert technical support for Cumulus.

Software Maintenance for Canto Cumulus offers you the most affordable way to:

- Stay current with software updates, important notifications and more.
- Access expert, friendly technical assistance to ensure you stay productive.
- Control upgrade costs, and budget accurately, thanks to all-inclusive coverage.

What it is.

Canto Software Maintenance (SM) provides software upgrades and technical support for your Canto software. While on SM, you are entitled to Canto software upgrades and expert technical support.

Canto SM pricing is based on your Canto software's "license value." The license value of new Canto software is the non-discounted price sum of the software's components listed on the Canto price list current at purchase. Canto add-on products (including additional user licenses) increase license value by the non-discounted price of the add-on or license pack at purchase.

Software upgrades Software upgrades released for your Canto software during the term of your agreement are yours at no additional cost. Your Canto add-on products are covered too, because SM agreements are all-inclusive. (Not covered under SM are products published by third parties, and customization services.)

Canto-certified technical support Technical support is provided by your Canto-certified reseller. (Software purchased directly from Canto is supported by Canto.) Phone and Web-based support options are included.

Technical support includes:

- Installation assistance for Cumulus administrators to get you up and running quickly.
- Per-incident usage questions to keep you productive.

NOTE: Canto encourages administrators to make support requests on behalf of their organization's users. This helps educate administrators, enabling them able to quickly handle questions from users.

How it works.

All new Canto software includes SM for twelve (12) months, starting on the date of purchase. Paid upgrades for software no longer on SM includes SM for twelve (12) months.

The renewal cost for a twelve (12) month extension to a current SM subscription is thirty percent (30%) of the software's license value. Discounts are available for 3- and 5-year SM renewals, and for multi-year extensions on new software. Contact your Canto reseller for details.

Renewals must be purchased prior to the expiration of your current subscription.

Canto add-on products purchased after the start of an SM term are covered by the current SM agreement at no additional cost for a period not to exceed 18 months. (After 18 months, additional charges will apply to reflect the software's increased license value.)

NOTE: Third-party add-ons and customization services do not affect license values.

SM covers your entire Canto software solution. All client licenses and Canto add-on products licensed to your Canto Server must be included in your SM subscription.

Need more info?

Your Canto reseller is able to answer any questions you might have about Canto Software Maintenance.

Organize.
Find. Share.
Any File,
Anywhere.

Benefits

1. Free Canto software upgrades during the term of your contract.
2. Expert technical support by Canto-Certified Specialists.
3. License value protection to always ensure your renewals are affordable.
4. Automatic renewal notifications help ensure your contract won't lapse.

Features included

- First year free with new Cumulus purchase!
- Covers all Canto software
- Affordable

About Canto & Cumulus

Canto has been dedicated to helping customers fully utilize their digital assets since 1990. Canto Cumulus is a cross-platform solution that enables companies to easily organize, find, share and track their ever-increasing numbers of digital files, in any format. Canto's worldwide network of certified developers offers an impressive assortment of plug-ins that enhance the Cumulus product line further.

Learn more: www.canto.com

For more information, contact your local Canto partner, or Canto:

In the U.S.
+1 (415) 495-6545

In the E.U.
+49 (0) 30 390 485 0

Everywhere
info@canto.com