



software maintenance

When purchasing enterprise software you are investing in a corporate asset. Unlike software that is not mission-critical, accounting and financial software is fundamental to the day to day operation of any business.

Your Arrow software delivers financial and business information and detailed reports that help you make informed decisions about your business. This gives you the tools to manage cash flow, reduce costs and improve the profitability of your business.

## Protecting your investment

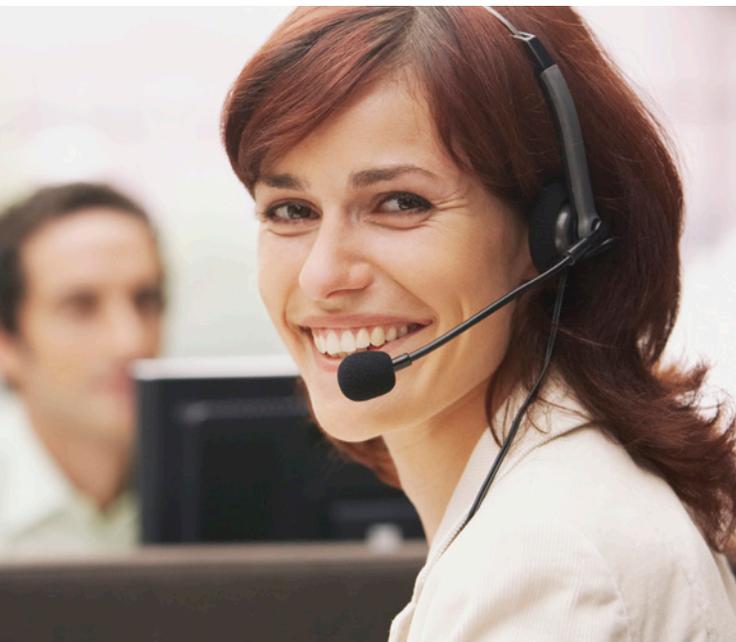
In the ever changing technology landscape, it is important to protect your valuable IT investments. Your Arrow software maintenance policy which applies to all software products within the Arrow product suite, is insurance against the challenges of tomorrow so you can mitigate the risks associated with keeping up with technology advancements.

## Why is software maintenance important?

The Arrow software maintenance policy ensures that you have access to the latest possible versions of the software without having to incur the more substantial cost of purchasing new versions of the software outright.

Software maintenance is important because it helps you keep up to date with the constantly changing technology landscape. As technology evolves, upgrades become necessary to support the latest servers, operating systems and hardware ensuring that your system is compatible and operating at its optimal performance.

- Offering you peace of mind by protecting your software investment from becoming outdated or obsolete.
- Regular updates and maintenance will allow you to keep up with market trends and technology changes to ensure your business is as efficient and effective as it can be.
- Arrow Research Corporation only provides second tier support for current versions of their software suite.





## What happens if my maintenance expires?

If your software maintenance policy expires you will no longer have access to software updates and product enhancements. Your Business Partner will no longer be able to access second tier support for any technical issues that you may encounter from Arrow Research Corporation.

If your policy lapses and you decide to recommence investing in the maintenance policy, it will be necessary to pay all the outstanding years in arrears or repurchase the software, whichever is the most cost effective option.

Failing to invest in the maintenance of your business systems can reduce the value of your investment and shorten the life span of the asset. To realise the true value of your systems and get the most out of your investment, we encourage all our clients to keep their maintenance policies current.

## How do software upgrades affect me?

**Software upgrades are fundamental to all businesses. Here are some of the reasons why:**

- Allow you to gain new features that save you time and improve productivity.
- Improve the user experience and efficiency of the software.
- Upgrades ensure that your system is performing at its optimum level.
- Allow you to better manage your business by turning financial data into business intelligence for more effective decision making.
- Ensure that your software works on various operating platforms.
- Software upgrades are required to ensure that software is compliant with changing government regulations and laws.

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