



Highlights

INVESTMENT PROTECTION

Compatibility evolutions of third party (OS, DB, SDK...) ensure the sustainability of your system. New features are only available with the latest MICRO-SESAME version.

QUICK FIX SOLUTIONS

Bug fixes are a priority on the current major version. They are not consistently reported on the previous major version.

CONTROL OF COSTS

Replacing expenditure with an annual package allows you to plan your budgets better. MS-UPGRADE represents an average of 3% of the cost of installation.

Principles & subscription

- Subscription by an installer or a certified TIL Partner
- Annual cost based on a percentage of licences and MICRO-SESAME options (prices on the date of subscription)
- Subscription period : no later than 1 year after delivery of the software
- Some MICRO-SESAME licenses require the following subscription of the MS-UPGRADE annual package when ordering
- A site already equipped but out of warranty, must be updated to the latest major version in order to subscribe a new contract

MS-UPGRADE



Curative and evolutionary maintenance

The annual MS-UPGRADE license allows installed sites to benefit from the latest functionalities and compatibility of the software MICRO-SESAME. The license provides gratuitously all updates to the major and minor versions of the software.

This license is required with complex MICRO-SESAME configurations (server redundancy, multi-site redundancy, OPC gateways, webservice, SDK video...) or with certain volumes (more than 512 readers, more than 25 client workstations...).

With the regular update of your installed systems, you can ensure their longevity. Moreover, you ensure a guaranteed level of service :

- Bug corrections are a priority on the last version overriding
- Regular monitoring of compatibility with third-party systems
- A study carried out by TIL, before each migration, to analyse the risks and prerequisites for your site.

TIL'S SERVICES

AMCO PREMIUM	MS-UPGRADE
<ul style="list-style-type: none"> • Certified partners • End customers 	<ul style="list-style-type: none"> • Certified partners • Installers

MS-UPGRADE



SOFTWARE MAINTENANCE AND SERVICE CONTRACT						
	ONGOING MAINTENANCE	ANALYSIS BEFORE MIGRATION	CURATIVE MAINTENANCE	TELEPHONE ASSISTANCE EXPEDITIOUSLY	HELPLINE FOR THE END CUSTOMER	ON-SITE ASSISTANCE
MS-UPGRADE						
AMCO PREMIUM						Calculated apart

MS-UPGRADE - Detailed services

Ongoing maintenance

- Free availability of new software versions as soon as they are available
- On request, specific developing (sold separately)

Curative maintenance

- Effective correction of a functional bug by the free provision of a patch
- Providing a workaround to continue the use of the software, pending the final correction

Analysis before migration

- Parameter setting advises
- Respond to all questions related to the use of software
- Diagnosis of risks (migration survey)
- Help with DB migration (service sold separately)

References

- **MS-UPGRADE** : Annual contract for the use of MICRO-SESAME software upgrades, major and minor versions
- **MS-UPGRADE-3** : 3 years contract for the use of MICRO-SESAME software upgrades, major and minor versions

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