

Software Services

axis diplomat Software Assurance

Software Assurance is designed to ensure that your **axis diplomat** software is always up-to-date.

What is Software Assurance?

In common with a number of other leading software vendors, axisfirst offers the option of Software Assurance to its **axis diplomat** customers.

Software Assurance ensures that you are entitled to any new versions of **axis diplomat** software as and when they become available.

This means that you never need to worry again about your software becoming out-of-date. It also means that your IT expenditure is evened out into a regular monthly figure, without the need to budget for a major software license upgrade every few years.

Common Questions

How Do I Take Out Software Assurance?

In order to start Software Assurance, you must be at the current version of software. You must then have an **axis diplomat support & maintenance** contract or **axis diplomat rental** contract in place at the time your new system is installed or at the time you upgrade.

So, If I Have Software Assurance, Future Upgrades Are Provided at No Extra Cost?

That's right! The cost of the software upgrade license is covered. You only need to pay for any installation or training services that you require at the time. You will, of course, need to ensure that your infrastructure (servers, workstations, network, etc.) are capable of running any new versions that are released.

Are There Any Other Benefits to Software Assurance?

Yes! Due to the restraints of developing and marketing software, we often have modules or features developed in readiness for the next version months, or even years, in advance of that release. These developments are held back in order to build up the features in the next version.

Since Software Assurance customers will receive the next version as a matter of course, there is no need to hold back those developments from those customers.

Common Questions cont...

This means that, from time to time, we will make these developments available to our Software Assurance customers in advance of their general release. This means that you can take advantage of new developments many months before they would otherwise be available, and at no additional cost.

Do I Get The New Versions Automatically As Soon As They Are Released?

Not automatically - we will advise you when a new version is released and invite you to request the upgrade (see [Upgrading to axis diplomat or axis payroll \(axisfirst.co.uk\)](#)). This is to allow for any infrastructure changes that you may need to make and to schedule any installation or training that you may have purchased.

Some customers are also nervous about taking any new product on the day it is released and prefer to wait a few weeks or months before updating their systems.

If I Take Up Software Assurance, How Do I Know You Will Release A New Version?

Our Upgrade Policy is clearly laid out on our web site and states that we aim to release a new version of our software approximately every two years. axis first operates in a competitive environment and experience tells us that we need to bring out a new version of our software at that frequency in order to remain competitive and to keep up with technological and business developments.

How Much Does Software Assurance Cost?

Software Assurance is included in an **axis diplomat Support & Maintenance** or **axis diplomat Rental** contract. So long as you have one of those two types of contract in place, you qualify for software assurance.

I Am Already Running the current version of axis diplomat- Is It Too Late To Take Out Software Assurance?

No, you can sign-up for Software Assurance after installing, or upgrading to, the current version of **axis diplomat** but you must back-date the contract and associated payments to that time.

This does mean, however, that you may miss out on any promotional offers linked to Software Assurance when you bought your software or upgrade. This means it is always preferable to consider Software Assurance at the outset.

Traditionally, I have Only Upgraded Every Four Years, Skipping Versions. Does Software Assurance Work Out More Expensive?

No! Because of the way that we structure upgrade prices, the cost of upgrading two versions is generally the sum of the two individual upgrades, and so Software Assurance is just as effective. Furthermore, you get to take advantage of those new features as soon as they are available, instead of waiting on average two years for them. This ensures a much faster Return On Investment (ROI).

I don't have a current Software Support Contract - can I still take out Software Assurance?

No - Software Assurance is only available as an element of either an **axis diplomat support & maintenance** contract or **axis diplomat rental** contract.



Please call us on **0800 668 1934** for further details



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