Broadgate

What is Software Assurance?

Software Assurance is a software subscription and support program specifically designed to maximise the value of all software's provided.

With Software Assurance, a business can benefit from product enhancements made available in future software releases and scheduled upgrades. Software Assurance is designed to protect a customer's investment in its products through their life cycle.

Customers subscribing to Software Assurance will have access to the following benefits:

- Right to upgrade to the latest "Major" or "Minor" version of the product, ensuring the customer can benefit from new product features
- Maximise product effectiveness with access to product and technical support[1]

What does a customer get for their money?

- Access to Minor and Major new product releases (keeping their investment up to date)
- Access to bug fixes
- Access to technical support for their products

Customers that do not have Software Assurance, will not have access to any of the above

Terms & Conditions for Software Assurance

- Broadgate will provide basic technical assistance, however without software assurance we are unable to raise a fault with the manufacturer.
- Without software assurance, you are liable for all costs associated with software upgrades, this can include engineering time as well as the new software.
- Software Assurance holds a minimum term of 12 months.