



Protech CRM for Members

Software Assurance

Protech's Software Assurance allows you to remain current with Protech's and Microsoft's CRM software technology, providing a supportable platform on a predictable and long-term upgrade path. Customers will realize lower year-to-year cost as compared to new product license purchases and, as an added benefit, enjoy price protection on currently owned CRM for Members software products throughout the term of the agreement.

Software Assurance is not a service agreement, but rather a software licensing agreement. Protech's Software Assurance program closely follows Microsoft's product maintenance methodology (service packs, minor revisions and product upgrades). Simply put, Protech's Software Assurance program provides customers with all the product enhancements, warranty support, hot fixes, and minor or major product releases throughout the agreement term, as determined at time of purchase. Term options are available in 1-, 2-, or 3-year increments to provide a predictable, budgeted approach to planning your CRM for Members licensing requirements.

All initial product purchases include enrollment into a minimum of a one-year Software Assurance agreement, which is reflected in the one-year product license price, so all customers are enrolled in software assurance automatically. Additional user licenses and/or server module licenses are fixed at the current price level for the term of the agreement.

Any additional product(s) purchased must be aligned with the Software Assurance term per your current enrollment. For example, an additional user license purchased during the second year of a 3-year term will require 2 years of Software Assurance. The cost of this additional user license (and Software Assurance) will be equal to or less than the original license price or *base price**.

**Your base price is determined by your original contract order or \$100 per license (see table on Page 2). Protech reserves the right to adjust product pricing and product offering. This does not mean that Protech cannot change your base price during the existing Software Assurance agreement term, but rather Protech may combine or separate product modules, re-label and sunset CRM for Members products at our discretion. What this means is that in the event Protech increased the license price to \$200 per license during the term, you would only pay license and software assurance on your base price or using example below, \$100 + remaining year(s) of Software Assurance, during the current software assurance term.*

Below is an example of how Software Assurance (SA) works (sample product & pricing only).

Initial Purchase

Initial contract purchase of one CRM for Members Professional Edition user license = \$100 (1 yr SA incl.) Add 2 years of software assurance (30% of license) at \$30 for a total of \$130 for L/SA for three years.

Additional License

During year 2, an additional license is purchased. One CRM for Members Professional Edition user license = \$100 (1 yr SA incl.) Add 1 year of Software Assurance (18% of license) at \$18 for a total of \$118 for L/SA for two years, aligning with original Software Assurance term.

Software Assurance is calculated based on the table below (sample product & pricing only).

CRM for Members Professional Edition	Original Contract	Original Contract	Original Contract
\$100 (base license)	1yr L/SA included	2yr L/SA*	3yr L/SA*
\$100	(\$100)	+18% (\$118)	+30% (\$130)
CRM for Members Professional Edition	1-Year SA Renewal	2-Year SA Renewal	3-Year SA Renewal
\$100 (base license)	18% (\$18)	30% (\$30)	45% (\$45)

**Additional License is calculated as (base price) + %, where the % is dependent on which year the license is added during the Software Assurance term.*

Any price changes will be effective upon renewal of Software Assurance and reflected in your renewal invoice presented near the approaching expiration date. Product(s) that are not on the current Software Assurance agreement, will be quoted at the current price.

Note: All major product releases are warranted for three (3) years following the initial release date.

For more information on Protech’s Software Assurance plan, please contact Kevin Bruffey, VP Customer Engagements, at 800-310-8813 x562 or kmb@ptassoc.com.



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