

## Support – Software update

### Safety for your production

Competent personnel for your inquiries – no external call centre: Our experts process all inquiries. You will receive support in the incident of a failure and advice regarding the application and configuration of your systems. You can choose from several support models.



### Support models

	Basic	Silver	Gold
Availability	Office hours 9:00am - 5:00pm Monday – Friday (except public holidays)	Office hours 9:00am - 5:00pm Monday – Friday (except public holidays)	24-hour support 0:00am – 12:00pm
Calculation	Per case	Contract	Contract
Performance	<ul style="list-style-type: none"> <li>Failure processing</li> <li>Configuration advice</li> </ul>	<ul style="list-style-type: none"> <li>Failure processing</li> <li>Configuration advice</li> <li>Regular backup of your safety configuration by us on our system (every three months)</li> <li>Software ServiceReleases are supplied free of charge</li> <li>Guaranteed reaction time (60 minutes maximum)</li> </ul>	<ul style="list-style-type: none"> <li>Failure processing</li> <li>Configuration advice</li> <li>Regular backup of your safety configuration by us on our system (once per month)</li> <li>Software ServiceReleases are supplied free of charge</li> <li>Guaranteed reaction time (60 minutes maximum)</li> <li>Regular system maintenance via remote access</li> <li>Hotline available 24/7</li> </ul>
Advantages	<ul style="list-style-type: none"> <li>Support guaranteed</li> <li>No ongoing costs</li> </ul>	<ul style="list-style-type: none"> <li>Support guaranteed</li> <li>Cost control (fixed-amount payments even in the event of frequent use)</li> <li>System recovery after complete hardware failure possible</li> <li>Quick case processing during office hours</li> </ul>	<ul style="list-style-type: none"> <li>Support guaranteed</li> <li>Cost control (fixed-amount payments even in the event of frequent use)</li> <li>System recovery after complete hardware failure possible</li> <li>Quick case processing during office hours</li> <li>Quick case processing 24/7</li> <li>Regular system maintenance offers relief for your personnel</li> </ul>

### Advantages:

- Safety thanks to contractually committed support
- Safety thanks to goal-oriented support by manufacturer experts
- Safety thanks to application and system configuration advice
- Safety thanks to round-the-clock support availability (optional)
- Safety thanks to safety configuration backup by the manufacturer (optional)
- System maintenance conducted by the manufacturer offers relief for your personnel (optional)

## Support – Software update

### Software update

With a Software Update Agreement you are provided with the certainty that your software is up to date.

Software update	
Calculation	Contract
Performance	<ul style="list-style-type: none"> <li>▪ Latest update of the main versions is provided. You are not charged for any licensing costs *1</li> <li>▪ ServiceReleases within a main version are provided without additional charges for licensing costs *1</li> </ul>
Advantages	<ul style="list-style-type: none"> <li>▪ Optimised workflow thanks to the availability of improvements and upgrades of the originally purchased scope of functions</li> <li>▪ Support for new versions of the operating systems available</li> <li>▪ Support for new data formats (e.g. new PDF versions) available</li> <li>▪ Support for new hardware available (e.g. optimised performance for MultiCore CPUs)</li> <li>▪ Support for new technologies available (e.g. system application in VMware environment)</li> </ul>

\*1 Services regarding the installation of the software updates are not part of the Support Update Agreement.

#### Some of our products

- **JetNet:**  
Prepress workflow for newspapers
- **PROOF Server:**  
Colour-consistent soft proof solution
- **PDF InkAdjust:**  
Colour saving and optimisation in PDF documents
- **INK Preset:**  
Calculation of the ink coverage value
- **Sandy dots:**  
AM dot shapes for ultimate printing quality
- **RIP Navigator:**  
Raster Image Processor for your Tiff G4 workflow

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### Support infrastructure

For reliable processing of your inquiries we offer a modern infrastructure. It is our goal to guarantee your support under any circumstances.

#### ■ Remote maintenance:

Remote maintenance systems guarantee the support of your facilities. We are able to remotely administrate your systems via the internet from our branch office. Your advantage: You are offered quick support, delays because of travelling times do not occur. It is your decision whether we are granted continued access to your system or access it on a case-to-case basis only.

#### ■ Network:

Our internet connection is designed redundantly. We use two providers and two technologies (leased line connection and wireless connection). Your advantage: the remote maintenance of your systems is always available.

#### ■ Backup:

Our remote maintenance PCs are designed redundantly. They are virtualised and redundant. Your advantage: You are guaranteed support regardless of any possible failure on our part.



Wireless internet backup