

DATACARDSM SOFTWARE MAINTENANCE AGREEMENT



DESIGNED TO MAXIMIZE YOUR INVESTMENT IN DATACARD[®] SOFTWARE PRODUCTS

Support to help ensure your success

- **Cost savings.** An SMA is less expensive than purchasing software updates, upgrades and technical support individually.
- **Fixed investment—better planning.** You can plan for your annual support expenses rather than incurring unexpected costs throughout the year.
- **Faster problem resolution.** Datacard software experts are available to assist anytime you need help. An SMA ensures priority service when you call.
- **Increased staff productivity.** Allow your staff to focus on its responsibilities and rely on our technical experts for specific product assistance.
- **Better solutions—latest software and features.** An SMA ensures you have the most advanced, robust and easy to use software version available.

Do you want to receive new versions of Datacard[®] software products as soon as they are available? Would you like unlimited access to technical phone support? When you choose a DatacardSM Software Maintenance Agreement (SMA), you get all of this and more.

- **Unlimited technical phone support.** You get access to Datacard software support experts, who can answer your questions quickly and provide the help you need to be successful. Datacard Group offers access to our 24/7 Customer Care Center, with software support engineers available from 7:00 am to 6:00 pm Central Time, Monday through Friday.
- **Software upgrades, updates and service packs at no charge.** You will receive software enhancements released for your Datacard software products during the term of the SMA. This includes all software version releases to the left and right of the decimal. This ensures that your organization can take advantage of all new software features and enhancements, helping to improve your productivity.
- **Online tools.** Your SMA also includes access to an online database, which offers software drivers, technical tips and answers to frequently asked questions.
- **Twelve-month agreement.** With each SMA, you have the option to renew SMAs annually. We also offer multi-year contracts upon request.

Datacard Group

SECURE ID AND CARD PERSONALIZATION SOLUTIONS

Specifications

Standard Datacard Software

- 12-month period
- Begins the day the Software Maintenance Agreement (SMA) is invoiced
- Unlimited telephone support for two designated technical contacts. Additional customer contacts may be added on a quotation basis.
- Upgrades and updates are provided free of charge during the term of the agreement. This includes new version releases to the left and right of the decimal.
- Notification and shipment of updates to SMA customers will be provided upon release of updated software.
- SMA provision for enhancements applies to the software product and does not include upgrades to the license level for the number of users (if applicable), optional software products or additional software product modules.
- SMA customers have the option of extending/renewing their SMA coverage after the original 12-month SMA period.

Custom Developed Datacard Software

- 12-month period
- Begins the day the SMA is invoiced
- Unlimited telephone support for two designated technical contacts.
- New software features, enhancements and testing are not included for custom developed software. These services are available by special quote.
- SMA customers have the option of extending/renewing their SMA coverage after the original 12-month SMA period.

Software Maintenance Agreements are available for all standard and custom developed Datacard software products.

For more information or to order a Software Maintenance Agreement, please contact your Datacard Group sales representative.

Expert global service and support

Datacard Group is committed to providing outstanding support for all of its solutions, no matter where they are installed around the globe. Our comprehensive service offerings include smart card planning and consulting, integration and customization, program management, onsite installation, software support and training. These offerings extend beyond traditional hardware services and provide complete turnkey solutions to our customers.

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