

Our commitment to service and quality

Maintenance and further software development



Maintenance

IT solutions are dynamic products that often evolve during their deployment.

Regular maintenance ensures the long-term usability of your purchased software. For example, your software is adapted to external changes: These can be new regulations and laws, but also new hardware or updates of databases, programming languages and operating systems.

Your software is also continuously perfected through maintenance: Bugs are fixed, improvements and new functions are implemented. Software is thus an investment that continues to unfold its added value through new versions.

Extension

Software only really begins to live when it is used by the user. From this point on, not only regular maintenance is necessary, but also additional wishes of the user mature, which we gladly implement for you as adaptations and further developments. This way your company can rely on our software 100%.

Further development of acquired software leads to added value of the system. It can do more, work customer request-oriented and offers new functionality.

As your IT service provider, we ensure that the already functional software is maintained by specialist personnel and improved by innovations and extensions as required.



We are here for you!

The maintenance model at a glance

The maintenance contract can be concluded for a minimum term of 2 to 5 years. The cost is 20% of the license price per year. This saves you 5%, because without a contract the annual maintenance costs are 25% of the license price.

Your big advantage: Included in the maintenance are software updates, which you receive free of charge through this. The maintenance costs are distributed as follows:

Support (40%)

- > ticket system for all questions about your product
- > background support from our experts for technical questions

Updates (60%)

- > new or extended functions
- > better compatibility
- > ease of use
- > safety corrections

Contract customers of qualitytype GmbH can send support requests directly to the ticket system and receive further support from expert colleagues.

What advantages do I have as a customer?

- > Your software always stays up-to-date
- > Minor or major problems are solved within agreed times
- > Save the price for an update - because it is already included for you
- > Concentrate on your work - we take care of the software

Maintenance means:

- > free updates
- > support (1st, 2nd, 3rd level)
- > future-ready¹

For complex problems that go beyond this, our Scientific Service will support you. We will be happy to advise you on our range of services.



How to reach us



website: helpdesk.qualitytype.de



mail: ticketsystem@qualitytype.de



hotline: +49 351 8838 2815

¹ Paid future upgrades (new features) are only available for the current software version.

