# Maintenance packages

From 2022, we will differentiate and expand our maintenance models. This is how we safeguard our claim to continue providing you with the best support. Because global developments and requirements for your software applications need to be solved:

## Increased flexibility of software applications and end devices.

Software must be variably installable and usable: stationary, together with existing infrastructure, mobile for home office or trade fair: PC CADDIE must be available from everywhere and operable on multiple end devices. In addition, the applications of the teams in the golf facilities are becoming more differentiated: the front office with green fee sales and member support needs other work flows than the back office for tournament organisation, accounting, management or the hotel reception.

With the new Business Edition 2021, we have comprehensively further developed your PC CADDIE: Higher performance, a flexible user interface, responsive designs of many elements, comprehensive reporting. And optional access via BrowserApp.

## Support, service and consulting at the highest level

Due to the professionalisation of golf courses and the associated increase in digital services, the importance and complexity of your consulting, support and training is growing. We, as a central IT partner of your golf course, are responsible together with your IT experts for data security, performance and integration in your internal network architectures. We also consistently secure our service in the future by training and developing our team experts.

## Differentiated support needs

Your support requirements differ depending on the degree of digitalisation and your service offering: golf resorts with large catering facilities and long opening hours, connected hotel operations, multi-club facilities and golf facilities with a high degree of automated services want additional service. We have examined these requirements and offer two additional maintenance packages from 2022, which differ in the scope of support times, response processes, technical hotline and update and hardware services.

**Business package**

Applies to all existing maintenance agreements: **From 2022, your existing maintenance agreement will change to the „Business" package**. This entails an increase in the annual maintenance costs from 12% to 15% of your licence volume. This will include:

- Additional support services
- The functions of the Business Edition

- Access to licence-free PC CADDIE modules
- Annual one-off purchase voucher in the amount of your chosen package

**Professional Package**

The optional upgrade package **„Professional"** is designed for golf courses that require additional support from the PC CADDIE support team due to a high level of digitalisation or for staff support. This package includes:

- A comprehensive support time package
- A guaranteed response time for technical faults within 4 hours
- An update service by the PC CADDIE technical team

**Premium Package**

The Upgrade Package **„Premium"** is designed for golf resorts which, due to long opening hours and complex IT infrastructure, require extended technical support availability and full access to our support and technical team:

- Extended technical incident response from 8:00am to 9:00pm.
- Unlimited support hours (flat rate)
- A guaranteed response time and prioritised resolution time for technical faults
- An update and monitoring service by the PC CADDIE technical team
- Annual technical and installation check on site

## Licence-free modules from 2022 onwards for which only maintenance fees are charged

- Personal images (extension module of the customer administration)
- Annual prizes (extension module of the tournament module)
- Team ranking (extension module of the tournament module)
- Bagtag printing (extension module of the cash register module)

- Pay-in slip (CHF only), without one-off payment and without maintenance fee!

Do you have any questions and would you like individual advice on the best solution for you? please contact us.

**The models at a glance**

| Service | Business | Professional | Premium |
|---|---|---|---|
| Increase in included support and service hours | plus 25%* | plus 110%* | Flat |
| Response time to technical faults | Fastest possible | up to 4 hours | up to 4 hours |
| Resolution time for technical faults | Fastest possible | Fastest possible | Prioritised |
| One-off annual discount on licence/module purchases | 15% | 20% | 25% |

| Service | Business | Professional | Premium |
|---|---|---|---|
| Support hours:<br>April to October: 9:00 a.m. to 8:00 p.m.<br>November to March: 9:00 to 18:00 | yes | yes | yes |
| Update service: Updates are installed by the PC CADDIE technical department | - | yes | yes |
| Browser access to PC CADDIE | - | 3 users | 10 users |
| Permanent PC CADDIE system check (live tracking of processes, reaction speeds, \\availability of terminals, clients) | - | - | yes |
| Annual technology performance check (detailed check of IT infrastructure, response times,<br>48-hour load test) | - | - | yes |
| Annual on-site consultation (check of data maintenance, article and contribution structure,<br>licence requirements, advice on expansion and optimisation) | - | - | yes |
| 8-21h/ 7 days fault support | - | - | yes |
| Annual maintenance costs of the licence amount used | 15% | 20% | 25% |

*compared to the scope of support hours until 2021


Video