

# Maintenance packages

From 2022, we will differentiate and expand our maintenance models. In this way, we will ensure that we continue to provide 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 able to be installed and used in a variety of ways: stationary, together with existing infrastructure, mobile for the home office or at trade fairs: PC CADDIE must be available from anywhere and be operable on multiple end devices. In addition, the applications of the teams in the golf courses are becoming more differentiated: the front office with green fee sales and member support requires different work flows than the back office for tournament organisation, accounting, management or hotel reception.

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

## Support, service and advice 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 increasing. As a central IT partner for your golf course, we work with your IT experts to ensure data security, performance and integration into your internal network architectures. We will continue to consistently secure our service in the future by training and developing our team of experts.

## Differentiated support requirements

Your support requirements vary depending on the degree of digitalisation and your service offering: golf resorts with large catering outlets and long opening hours, connected hotel operations, multi-club facilities and golf courses with a high degree of automated services want additional service. We have analysed these requirements and will be offering two additional maintenance packages from 2022, which differ in terms 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 be transferred to the „Business“ package.** This involves an increase in the annual maintenance costs from 12% to 15% of your licence scope. 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 would like additional support from the PC CADDIE support team due to a high degree of digitalisation or for employee support. This package includes:

- A comprehensive support time package
- A guaranteed response time for technical faults within 4 hours
- An update service [Update service](#) by the PC CADDIE technical team

### Premium package

The upgrade package „**Premium**“ is designed for golf resorts that require extended technical support availability and full access to our support and technical team due to long opening hours and complex IT infrastructure:

- Extended [technical fault readiness from 8:00 to 21:00](#)
- Unlimited support times (flat rate)
- A guaranteed response time and prioritised resolution time for technical faults
- One [update](#) and [monitoring service](#) by the PC CADDIE technical team
- Annual technical and installation check on site

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

- Personal images (extension module for customer management)
- Annual prizes (extension module of the tournament module)
- Team scoring (extension module of the tournament module)
- Bag tag printing (extension module of the cash register module)
- Payment slip (CHF only), without one-off payment and without maintenance fee!

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

### The models at a glance

Performance	Business	Professional	Premium
Increase in included support and service hours	plus 25%*	plus 110%*	Flat
Response time for technical faults	As quickly as possible	up to 4 hours	up to 4 hours
Resolution time for technical faults	As quickly as possible	As quickly as possible	prioritised

<b>Performance</b>	<b>Business</b>	<b>Professional</b>	<b>Premium</b>
One-off, annual discount on licence/module purchases	15%	20%	25%
Support hours: April to October: 9:00 to 20:00 November to March: 9:00 to 18:00	yes	yes	yes
Update service: Updates are installed by PC CADDIE technology	-	yes	yes
Browser access to PC CADDIE	-	3 users	10 users
Permanent PC CADDIE system check (live tracking of processes, response speeds, \availability of terminals, clients)	-	-	yes
Annual technology performance check (detailed check of the IT infrastructure, response times, 48-hour stress test)	-	-	yes
Annual on-site consultation (review of data maintenance, article and contribution structure, 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%

\*in comparison to the scope of support times until 2021

