



Software Maintenance Package (SMP)

Have you ever wondered whether you're using your software functionality at its fullest?

Keeping up with the latest knowledge in an ever evolving application landscape is a continuous challenge. It is vital to keep your applications up to date to ensure continued functionality and to avoid security risks.

Customers subscribing to our Software Maintenance Package (SMP) get continuous access to the most up to date functionality of the software together with support from our technical experts.

What our customers say about our SMP

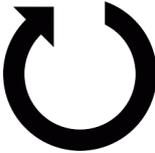
"Magics is the most user-friendly file fixing software we've used and the support we've experienced has always been quick, professional and the assistance provided is sometimes beyond what we could wish for."

Gary Miller, Head of 3D Printing and Rapid Prototyping Nazeing, United Kingdom

How does it work?

Our SMP, valid for 12 months, is automatically included your software purchase during your first year of contract. In order to continuously benefit of its advantages, you need to renew it periodically.

What value will you receive?

					
<u>Worldwide Direct Support</u>	License Key Switch at no cost	Software Updates	Free Update Training and Beta Program	Application Engineer Support	Access to New Modules and Functionalities
Guarantee continuity, limit downtime and unexpected costs		Stay at the forefront of technological innovation and make better use of your software's capability			



What are your risks of not continuing with our SMP?

In the unlikely situation that you consider not subscribing to our SMP, you should be aware that you are exposing your business to significant risks:

Transfer ID Change Fee: Contact your local office for more information on the costs involved	Support Start-up Ticket: Contact your local office for more information on costs involved.	No access to new modules

- If you have hardware or other issues resulting in the need to re-register your system, a transfer fee for system ID changes will be charged
- Should you have issues with our software that require urgent assistance from our support team, you can request a “support start-up ticket” that will be charged at a fixed amount due to capacity planning, investments and startup costs;
- Your business might require additional functionalities that are not covered in your current version but present in the latest one. Please note that you won’t have access to those functionalities. Moreover, you won’t be able to add newly released modules under your old license: to add additional modules, a valid subscription to our SMP is required;
- Predictability of costs and planned expenses are key to a financially healthy business. In case you’re not subscribed to our SMP and you’re confronted with problems forcing you to close the maintenance gap, unplanned costs will occur. In this case, you will have to invest in a completely new license or bridge the maintenance gap of your current license.

In conclusion:

You can avoid risks to your business and continually take advantage of the full value of our software offering by subscribing to our SMP program

Maintenance is more than bug-fixing or getting access to the latest versions – it ensures business continuity and offers peace of mind.

If your maintenance package is no longer valid and you would like to renew your subscription, contact [your local office](#), who will be happy to help you further with your request.