

# Software Assurance

## Provida and Sage



### Why Purchase Software Assurance?

New software versions are released every few months that incorporate new technology and features.

The new features offer clients efficiencies and cost savings that help defray the cost of the initial software investment.

In most cases the life of a software version is around 12 to 18 months. Sage and Provida only support the current version of the software and one version prior. After this time the software is unsupported.

Most clients will update and upgrade their ERP and CRM software at least once within 5 years. To pay for the upgrade software will often be prohibitively expensive. So Sage and Provida offer software assurance as it is cheaper to pay the 18% per annum rather than pay 100% of the value of the software every 5 years.

### How much will it cost?

Software Assurance on all Sage core and customised modules is calculated at 18% of the purchase price of the software. In the case of customisations or custom modules it is calculated based on the initial cost of the development.

Software Assurance is compulsory in the first year and optional thereafter.

### What is Software Assurance?

Software Assurance is an annual charge levied on the cost of software and customisations purchased from Provida Pty Ltd. It covers the cost of future software upgrades, updates, service pack and hot fixes.



### Software Assurance Key Benefits:

While it is optional to pay the annual software assurance, there are a number of key benefits that make it worthwhile:

- Free training and access to online content
- Free service packs, hot fixes and software updates
- Free software version upgrades with enhancements and new features requested by users\*
- A fixed cost that can be budgeted annually
- Less expensive than paying the upgrade cost

*\*must be pre-approved by Provida in writing*

