

# TEKLYNX SOFTWARE MAINTENANCE AGREEMENT

## Maximize your Investment with a Software Maintenance Agreement

When you purchase a TEKLYNX Software Maintenance Agreement (SMA), you maximize your software investment by lowering your overall costs, have access to the latest features and functions of the software, and receive priority treatment for technical support for the next 12 months.

### Take advantage of:

**Software version upgrades.** During the term of the SMA, you will receive software upgrades, updates, and service packs at no charge. This includes all version releases and major and minor upgrades. Take full advantage of new features and enhancements quickly, enhancing your overall productivity!

**Expert technical phone support.** With an SMA, you get unlimited access to TEKLYNX Best in Class software support experts who answer your questions quickly and provide the help you need to be successful. Our software support engineers are available to speak with you from 8:00 a.m. to 6:00 p.m. CST, Monday through Friday.

**24/7 access to over 1750 device drivers.** Only TEKLYNX offers Driver Service Packs (DSPs) online, which enable you to update and add printer drivers free of charge via a simple Internet download, without software upgrades or complex installation routines.

**Downloadable label and compliance samples.** With hundreds of continuously updated label samples and templates you can meet nearly any labeling requirement without excessive work.

**Product training guides.** Download, save, and print electronic copies of the training guides for each product. These guides offer comprehensive, self-paced lessons that use real world examples to teach the features of the software. They include screenshots and step-by-step instructions, and are a great resource for learning the software (a \$69 value).

**Online tools.** Your SMA includes access to an online database of software drivers, technical tips, and answers to frequently asked questions.

### Lower your Overall Cost

TEKLYNX continually improves the features and capabilities of its software solutions. Instead of having to pay full price for these enhancements, purchase an SMA to receive free software version updates, upgrades, training guides, and technical support. These cost savings alone will exceed the initial investment of an SMA!



### Proactive.

Our renewable maintenance program makes it easy to budget future expenses. You can plan for support expenses instead of incurring unexpected service costs.

### Faster Resolution Times.

TEKLYNX Best in Class technical support is available when you need it.

### Lower Costs.

A Software Maintenance Agreement is less expensive than purchasing software updates, upgrades, and training guides.

### Maximize your Software Investment.

Your SMA ensures that you have the most advanced, up-to-date software solution available to you.

### Growth Potential.

TEKLYNX offers a complete set of identification, server-side printing, tracking, and mobility software solutions to meet your needs today and in the future.



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1-414-535-6200	33-562-601-080	49-6103-30026-0	65-6477-7293	86-21-6100-6588	81-45-461-3603

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