



ABB / Wimmer Systems DaCS™ Software Maintenance Contract

What is the DaCS™ Software Maintenance Contract?

The DaCS™ Software maintenance contract provides standard support for the Wimmer Systems DaCS™ system. ABB Eutech will advise on all aspects of the DaCS™ software, from installation, configuration, and ongoing support. This contract includes free software upgrades.

This contract covers technical support for the DaCS™ standard software, including configuration of the system by the client.

Who should purchase the DaCS™ Software Maintenance Contract?

The contract should be taken out by all DaCS™ users to ensure continued support, and access to the latest information and releases of DaCS™.

This contract is important to any client who is developing non-standard installations of DaCS™, such as those deciding to use a different database than MS Access (e.g. SQL), and those people looking to maximise the functionality of DaCS™ and DaCS™ Interface Workbooks.

This contract provides support, advice and documentation for the full validation life cycle.

How is the DaCS™ Software Maintenance Contract managed?

The purchase of the contract gives the client unlimited remote support on any aspect within the scope of the contract.

The contract price is based on a percentage of the total number of registered users on the system.

The contract is provided for one year, with the option to renew the contract annually.

The contract is charged annually, including a charge for the first year.

Once the maintenance contract is in place the client simply calls or emails ABB Eutech for immediate support under the scope of the contract, immediate support is provided.

What are the main features of the DaCS™ Software Maintenance Contract?

The ABB DaCS™ service centre has a dedicated phone line+44 (0)1642 372372, and a dedicated e-mail dacs.maintenance@gb.abb.com.

ABB Eutech will respond to the initial enquiry within 12 hours (UK working time).

ABB Eutech will provide a unique call reference, and respond with an appropriate assigned resource.

ABB Eutech will undertake the request and provide a response (normally by e-mail), including both the solution and learning points for client for similar requests as appropriate.

How is the time managed within the maintenance contract?

The purchase of the contract gives the client unlimited remote support on any aspects covered under the scope of the contract. There is no maximum support time limit.

To encourage controlled and effective use of your support time, ABB will offer a number of control options to suit your circumstances. The client can select the options that best suits their organisation or department.

1. Unlimited contact points.

ABB Eutech will act on maintenance requests from anywhere in the client company as long as they can provide appropriate maintenance contract references.

2. Limited contact points.

ABB Eutech will act on maintenance requests from named individuals (*Authorised Administrators and Contract Managers*) in the client company.



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What is covered by the DaCS™ Software Maintenance Contract?

The following components are provided free of charge to the client.

- Unlimited remote technical support for DaCS™ software.
 - DaCS™ Installation
 - Database setup and development assistance
 - Interface Workbook Configuration and Customisation *
- Advice on system use within your environment, and the most efficient ways to configure and use the DaCS™ system, whether networked or standalone.
- ABB Eutech advice on validation scope, validation requirements and performing validation and testing on the DaCS™ system.
- Supply of any software upgrades or software patches.
 - Proposed six monthly software upgrades for routine fixes.
 - Notification of software issues and availability of workarounds.
 - Advice on validation requirements for upgrades.
- Unlimited access to all ABB / Wimmer Systems on-line support and help documentation.
- A full set of DaCS™ validation documentation, including specifications, installation and operational qualification protocols and report templates.
- Access to various web-cast based tutorials that would be available exclusively to maintenance contract customers. These web-casts would be available for viewing and recording by the client.

What is not covered by the DaCS™ Software Maintenance Contract?

ABB Eutech does not cover assistance for client-developed spreadsheets under this maintenance contract.

- *The number and complexity of client-developed spreadsheets is often overwhelming, and therefore assistance with client-developed spreadsheets is offered under a separate Spreadsheet and Macro Maintenance Contract offered by ABB Eutech. Please enquire for further details.*

Wherever possible ABB Eutech will offer support for customisation of the basic Interface Workbooks. This support does not cover the development by the client of Interface Workbooks with substantial additional functionality. ABB Eutech will not support customised workbooks that deviate from the standard ABB/Wimmer Systems practices and guidelines.

No on-site work is included in the maintenance contract. Various on-site installations, training and validation services are offered by ABB Eutech. Please enquire for further details.

What else do I need to know?

If you have any further questions on the suitability and scope of the DaCS™ Software Maintenance Contract please contact our sales team on +44 (0)1642 372372, or e-mail wimmer.systems@gb.abb.com.



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Further Details

Support Times

The phone line is manned between 09:00 and 17:00 UK time during normal UK business working days. The phone will be supported at a lower service level until 00:00 and to a lesser extent on non-working days. Outside of these hours there is message-recording service. Where communication is necessary or preferred by phone, ABB will provide a phone back service.

If a solution will require a substantial amount of time and effort, ABB will advise as such, and upon request will submit a separate proposal to cover the work. This will ensure that the maintenance contract is correctly focused upon providing ongoing technical support, rather than used up in specific projects.

Future Developments

ABB Eutech are currently developing a web based support environment for FAQs, installation notes, version change notes and bug fixes.

Many of the proposed solutions or assistance may be available to the client in the Wimmer Systems Knowledge Base in which case ABB Eutech will provide links to the knowledge base which is a free of charge library of technical information.

ABB Eutech are currently in the process of developing a number of web-cast tutorials that would be available to maintenance contract customer. These web-cast would be available for viewing and recording by the client.

Time Management

To ensure control of the maintenance requests by the client, contact points can be defined for authorisation at two levels.

- Unlimited: Requests from any source with access to the maintenance contract number and maintenance contract details will be acted on without further authorisation. This may be suitable for small companies, or small departments where the number of DaCS™ users is limited.
- Authorised Administrator and/or Contract Manager: Requests from these named source will be acted on without further authorisation, the client company can specify as many or as few people as they like in this category. At least one contract manager is required to administer the contract, a deputy is recommended to cover absence. Requests from users outside of this list will have to be authorised by the Contract Manager.

*Customisation and Client Developed Spreadsheets and Macros

ABB Eutech does not cover assistance for client-developed spreadsheets under this maintenance contract. Under some circumstances, client developed spreadsheets do not immediately import into DaCS™. This can occur for a variety of reasons, the most common ones being macros that are poorly programmed, or do not use the DaCS object model. Also problems may be encountered with legacy spreadsheets that have been transferred across various spreadsheet programs and versions. ABB Eutech can not be held responsible for the failure of client developed spreadsheets, in the same way that Microsoft are not accountable for any client developed spreadsheets that do not function as intended. ABB Eutech are happy to remediate these spreadsheets, but not under this maintenance contract. See the Spreadsheet and Macro Maintenance Contract offered by ABB Eutech.

Wherever possible ABB Eutech will offer support for customisation of Interface Workbooks. ABB Eutech will not support customised workbooks that deviate from the standard ABB/Wimmer Systems practices and guidelines, especially if the interface workbook links into client developed spreadsheets. Please see information on the knowledge base to determine the routine practices for customisation of interface workbooks. Please contact ABB Eutech to discuss in advance any customisation of interface workbooks to ensure that ABB Eutech can support the new workbook. Normally if ABB Eutech know of the change ABB Eutech will support it, if ABB don't know of the change, it will be difficult to understand the changes made which may be inherently flawed. To advise of changes please contact our maintenance support line.

Terms And Conditions

The DaCS™ Software Maintenance Contract is offered subject to ABB Terms and Conditions, reference EUTCCSM. A copy of these is available upon request.