

▶ 15TH OCT 2008

▶ YOUR AMC

More information helps you use Opera II better which in turn helps the business do better.



Worth a try, we say!

**A long read-
yes—but you
need to know!**

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Opera II—Top Ten User Tips

SOME “AMC” WISDOM...

AMC stands for “Annual Maintenance Contract”.

Some users denounce and resist these annual fees required of them, but it is a common and necessary practice nowadays among all significant software developers.

The AMC provides you with many benefits; the two most significant in our view are:

- We (at Pegasus Mpower) have ready access through to the Pegasus UK support and development team in the UK in the event that some difficulty arises which cannot be resolved locally. If your AMC is not current the door is closed to support from the UK. In other words your contributions enables higher and higher levels of system up-time.
- The fees collected are used to continue enhancing the software. In this highly competitive business environment being able to edge ahead of the competition makes a huge difference. You cannot beat the competition and get the business, if you are using software that came out of Noah’s Ark. Being innovative and keeping abreast of the endless technological developments is not a cheap exercise. Your contributions keep your software relevant to business processes and at the cutting edge.

But sometimes users hesitate to pay. “I only saw two new CDs this year—this isn’t worth the fees!” they reason. Or they argue: “I’m still waiting for a report that I asked my reseller to change and therefore won’t pay the AMC till it is done”.

The danger of delaying your payment (for whatever reason, good or not) is that if Pegasus UK has not received the AMC fees by your anniversary date your AMC is automatically **cancelled** in their system, the **support door** closes, **updates** to your software ends, you **cannot add users** or modules with an expired AMC and to re-instate your AMC a **severe penalty** is applied.

Pegasus UK cannot concern itself with the many day to day interactions and detailed transactions that occur in the office and between user & partner. Their system simply detects an unpaid AMC and flicks a switch.

Sometimes smaller interim releases may not always be distributed by us but with an AMC you are entitled to all of them. Do not judge the value of the AMC by the number of Pegasus CD versions releases you may have received during the year. [By the way our website does always indicate the current available version. Check it from time to time to ensure your status). And understand that local support issues between you and your business partner are far removed from Pegasus UK.

The safe and sensible thing to do is to pay on time. Certainly we are paid a fee for collecting these funds, but the bulk of it goes to the UK and is used to constantly enhance Pegasus products and have a world class support team and sophisticated tools always at hand.

The acronym under discussion is AMC not ANC!

Your systems are mission critical to your business.