

PlantCare

Support and Maintenance Program





INDUSTRIOS PlantCare Program

For many manufacturers, continuous improvement is key to competitiveness. Standing still is simply not an option. This includes business process and systems improvement after an ERP system implementation.

INDUSTRIOS is committed to helping you improve. With INDUSTRIOS PlantCare, our software maintenance and support program, INDUSTRIOS provides all the elements required for you to keep your INDUSTRIOS ERP system current. This includes software updates, version upgrades and personalized service intended to continuously maximize the value you get from INDUSTRIOS.

With PlantCare,
you derive the following benefits:

1. Continuous improvement from regular updates
2. Fast, courteous responses to software issues and technical challenges
3. Reduced cost of ownership
4. Minimized business risk

5. Increased business value

The PlantCare program provides you with access to service packs, maintenance updates, version upgrades, and technical support assistance. The plan definition is designed to:

- Provide you with a choice in the level of care you require;
- Offer you financial incentive to maintain your environment and INDUSTRIOS software current;
- Establish the framework of eligibility to our PlantUp! managed update program.

The PlantCare program offers you 3 plans to choose from:

- Graphite: A basic plan that provides you with updates to the software. Technical Support Assistance is purchased.
- Silver: An intermediate plan that includes updates plus a specified number of Technical Support Assists.
- Titanium: The highest value plan with access to updates plus unlimited Technical Support Assists.



To purchase
INDUSTRIOS
PlantCare, call
866-275-9028,
speak with your
Account Executive,
or email
sales@industrios.com

PlantCare plans at-a-glance			
Feature	Graphite Plan	Silver Plan	Titanium Plan
Maintenance releases	❖	❖	❖
Version upgrades (1)	❖	❖	❖
Toll-Free Support Number	❖	❖	❖
Technical Support Assistance (2)	Purchased	9 Free Assists	Unlimited Assists
Pre-Purchase Technical Support Assistance - Package of 6 Assists (only available if on a plan)	\$7,000	\$4,500	N/A
Single Purchase Technical Support Assist (only credit card)	\$1,250	\$825	N/A
Annual Plan Cost (4)	20% of SW	24% of SW	28% of SW
Current Version Loyalty Credits (3)	\$1,250	\$1,750	\$2,250
PlantChat - remote, on-demand usability assistance (5)	N/A	❖	❖

Considerations of the Program

1. Version upgrades are subject to upgrade project services fees. This is applicable to all plan versions.
2. An unlimited number of Technical Support Assistance (TSA) incidents are included in the Titanium plan. Technical Support Assists cover INDUSTRIOS ERP, and are available exclusively to on-plan customers. Third party issues are not covered by PlantCare and are subject to the plan hourly rate. TSAs are intended to address issues of a technical nature, and specifically exclude those of a training or consulting nature. PlantCare term is 1 year. Unless purchased separately, TSAs expire at the end of term. Purchase of a TSA bundle does not expire at the end of the plan term.
3. When you keep your INDUSTRIOS version current you not only help yourself to new features and/or technology compliance, you also help us provide you with better support. The Current Version Loyalty Credit (CVLC) is designed to reward you for this. With CVLC, you get dollar credits that can be applied to additional INDUSTRIOS modules and users or training and consulting services, up to a maximum of 50% of an engagement. Credits cannot be used towards purchasing PlantCare support plans.
4. At each anniversary of the plan (if multiyear – then on the 12 month) proof of compliance will be required. Multi-year plans are evaluated as multiple (same program) single year plans purchased in advance. Credits will expire at the end of each PlantCare coverage period and cannot be rolled forward. For the purpose of CVLC, versions considered current include INDUSTRIOS 2022 or newer.
5. The PlantChat program allows Silver customers to book a 15-minute one-on-one, on-demand, online assistance sessions with our Customer Service Group on the owned version of INDUSTRIOS. Titanium plan customers can book 30 minute sessions. These sessions are meant to answer short “usability-related ask and answer” type questions to quickly get you on your way to productive INDUSTRIOS utilization.