OilPro™ Software Upgrade & Support Packages

Available as of February 2020:

1. **PINK**

Customer requires OilPro™ Software support but has NO license.
(License lost or software pirated)
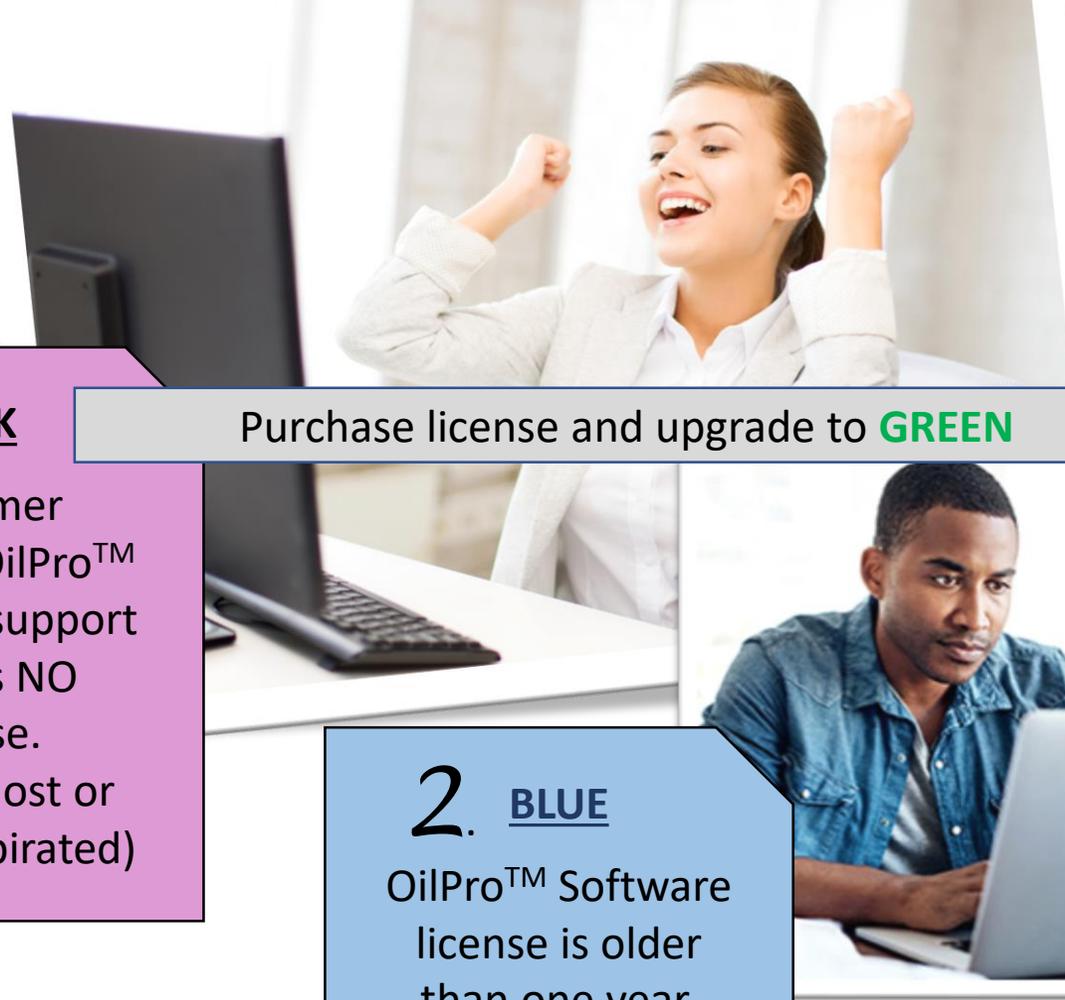
Purchase license and upgrade to **GREEN**

3. **GREEN**

Customer has a current, valid OilPro Software License younger than 1 year, **or** has bought an OilPro™ Software License and an annually renewable GREEN Software Support Package.

2. **BLUE**

OilPro™ Software license is older than one year. AD HOC support.

Upgrade to **GREEN**

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SOFTWARE SUPPORT

- We need to remove uncertainty regarding OilPro™ software **support**.

- The aim is to move *away* from AD HOC, per incident (**BLUE** package) support,

  which is expensive for us to provide and expensive for the user to buy.

- The **GREEN** package includes support features which we know,

  with our years of experience, will cover the needs of

  OilPro™ Software users.

- The **GREEN** package gives the customer <u>easier access </u>to support and

  <u>less hassle</u>, avoiding the time-consuming *"quote, payment, support*

  PER INCIDENT" cycle.

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SOFTWARE UPGRADES AND UPDATES

- The OilPro™ Software, like other software installed on any computer, is managed by computer Operating Systems (OS), which are *changed, improved and sometimes discontinued* as time goes by. OilPro™ software keeps up with these changes via regular updates.

- Without software **updates** (which usually happen in the background and will not change what you see on your computer) your OilPro™ Software may stop working optimally.

- The updated versions streamline the processes that OilPro™ Software users use every day, which saves them valuable time.

- **Formal Upgrades** to the OilPro™ software contain important changes that enhance its performance, stability and security. It may also provide <u>new or modified features</u>.

GREEN OilPro™ Software Upgrade & Support Package:

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Includes:

R4995 PER YEAR

❑ Priority software assistance via email, phone or WhatsApp, usually same day.

❑ 2x Free software assistance sessions (max 2 hours each) via TeamViewer.

   Thereafter R500 per instance.

❑ Support regarding integration (with your Dealer Management Software) – Evolve, Kerridge and Automate.

❑ 2 x Scheduled clean-ups and check-ups.

❑ Access to latest software enhancements.

❑ Access to the current online e-learning platform &

soon to be launched new customer online platform.

❑ Electronic User Guide / How-to guides

BLUE OilPro™ Software Support Package:

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Cost: no annual fee.
AD-HOC.
Per incident charges apply.

❑ Software assistance via email (only), within 5 business days

❑ Software assistance via TeamViewer @ R1500 / instance (two hours max)

❑ Support regarding integration (with your Dealer Management Software) –

   Evolve, Kerridge and Automate @ R1500 /instance. (two hours max)

❑ Access to the current OilPro™ online e-learning platform

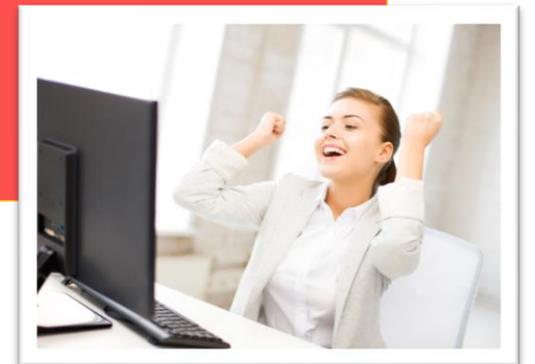❑ Electronic User Guide @ R200 each / How-to guides @ R50 each

Suggested upgrade : PTO

➢ The current OilPro™ software (bought before February 2019) will NOT stop working.

➢ The BLUE package does not include updates or upgrades.

➢ Client can re-install supplied version without any guarantee that it is compatible with current computer setup.

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Upgrade BLUE to GREEN @ R4995

WE will:

-Do the upgrade via TeamViewer

-Do a cloud based backup

-Do a software checkup and cleanup.

PACKAGE:	PINK	OilPro◀ BLUE		OilPro◀ GREEN
	Unlicensed	*Purchased before 1 Feb 2019*		*Purchased 1 Feb 2019 or later*
SOFTWARE SUPPORT OFFERED				
Via Email	No	Yes - within 5 business days		Yes - PRIORITY SUPPORT Normally same day. No longer than 2 days
Telephone	No	No		Yes
WhatsApp	No	No		Yes
TeamViewer Session (2hrs max)	No	Yes - R1500/instance		Yes - 2 sessions free. Thereafter R500/instance
SOFTWARE UPDATES				
Access to latest version OilPro Software	No	No NOTE: The current software will **NOT** stop working. Client can reinstall supplied version without any guarantee that it is compatible with their current computer setup.	Upgrade BLUE to GREEN @ R4995 WE will: - Do the upgrade via TeamViewer - Do a cloud based backup - Do a software checkup and cleanup.	Yes, 1 year from activation 2x Scheduled clean-ups and check-ups included. Access to latest enhancements to software.
INTEGRATION SUPPORT				
Evolve	No	Yes - R1500/instance		Yes
Kerridge	No	Yes - R1500/instance		Yes
Automate	No	Yes - R1500/instance		Yes
ONLINE TRAINING				
Online platform	No access	Current e-learning platform only		Current platform and soon to be launched upgraded platform
SOFTWARE DOCUMENTATION				
Electronic User Manual	No	Yes, R200		Yes, Free
How-to guides	No	Yes, R50 each		Yes, Free

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Q: I am using pre-2019 OilPro^{TM} Software and I do not want to buy a GREEN <u>software upgrade & support package</u>.

Can I carry on using my OilPro Software?

A: YES – please see features of the **BLUE** package, which applies should you need support. You will not have access to updates/upgrades.

Q: Does the GREEN <u>software upgrade & support package</u> include technical support?

A: YES and NO. We will help you do basic checks to see what the problem might be. But: if a component such as a pulse meter or a valve or a pump or a cable is out of order on the oil system installation, a trained technician will need to attend to that. Contact us for the **OilPro^{TM} Distributor list**. These are companies that deal with hardware on oil installations.

Q: Does the GREEN package include site visits?

A: NO.

Q: I am on the GREEN package. Will I have to pay for Version 5 OilPro^{TM} Software when it is released?

A: Version 5 will be a MAJOR upgrade. You will NOT pay full price for this upgrade but there will be an on-boarding fee because the cloud-based nature of the software will require technical input and set-up <u>and</u> there will be a <u>**firmware change**</u> in the OilPro Hardware, requiring a technician on site.   You will also need to keep your **GREEN** package licensed @R4995 per year, for the Version 5 software to keep working.

Q: **Our OilPro™ Software says it is licensed to some other company.**

A: Contact us on 011 8920623 / info@ead.co.za and we will check if a valid license exists and what package you are on.

Q: **It is clear that the OilPro™ Software installed on my computer is not licensed properly. What now?**

A: Pirated software in use : a license fee payment of R10000 is required for a valid, current license - plus R4995 for a **GREEN** <u>software upgrade & support package</u>.

Q: **We bought OilPro™ Software in the past but it is not in use. Can you re-issue our old CD Key and Activation Code?**

A: If you have no record of a valid CD Key and Activation Code, you need to <u>purchase the current OilPro™ Software package</u>. (R7995)
You can ask us to search our historical records (going back to 2000) **but** even if we do find record of having sold you an OilPro™ Software package in the past, you will still need to purchase a **GREEN** <u>software upgrade & support package</u> @ R4995.
(Unless your OilPro™ software was purchased *after* February 2019 and the **GREEN** package was included for a year.)

Q: **Our company name has changed and/or we were bought out by another company. Is my OilPro™ Software transferrable?**

A: The OilPro™ Software is licensed on a company name, per site. If you are on a **GREEN** <u>software upgrade & support package</u> and you need to change the registered name, please contact us. If you are not on a **GREEN** package, no name change will be allowed. You need to purchase a **GREEN** package.

For more information please contact info@oilpro.co.za or 011 8920623

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