

iGuana iDM Software Assurance

iGuana iDM Software Assurance is a comprehensive maintenance and support offering that ensures you get the most out of your investment into the iGuana iDM Software Solutions. The benefits include latest software releases, updates, fixes, technical support services, and more.

Why Software Assurance?

With iGuana iDM Software Assurance Plans you are able to take full advantage of the latest software improvements and features, ensure continuous and reliable performance of your system and avoid unexpected upgrade and support costs.



You will always stay current with technology changes, make better budgeting decisions and feel confident that your system is running smoothly.

Our Software Assurance Plans

iGuana iDM Software Assurance Plans are designed to cover the varying needs of our customers, from least to most demanding. There are four plans to choose from: Silver, Platinum, Platinum Plus and Diamond.

For our most demanding customers we provide the Diamond Plan. This plan is a full blown Service Level Agreement (SLA) designed to meet their specific needs. The advantage of this plan is that it does not only cover the software but also the customer's entire solution.

Overview of Services Offered

Our suite of software assurance plans provides you with options, such as:

- 4 different types of plans to cater to a range of needs
- Major and minor upgrades, hot fixes
- Technical support via local helpdesk
- Access to our unique online support platform (iCare)
- Option to have an SLA designed for you
- Option to assure your entire solution

With our software assurance plans you can be sure to get the service and support you need to keep your software and business processes running at peak performance while avoiding unexpected additional charges.

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iGuana iDM Software Assurance Plans

We offer the following set of software assurance plans to cover the varying needs of our customers.

Silver, Platinum and Platinum Plus plans include software assurance only (these are not Service Level Agreements (SLAs)). If your organization requires an SLA, we recommend our Diamond plan.

	Silver	Platinum	Platinum Plus	Diamond (SLA)
Response Time	-	8 hours	4 hours	Custom
Minimum Contract Duration	1 year	3 years	3 years	5 years
Coverage Excl. Holidays	Mon - Fri 9am - 5pm	Mon - Fri 9am - 5pm	Mon - Fri 9am - 5pm	Custom
On-site Support	No	No	Yes	Custom
Hot Fixes	Yes	Yes	Yes	Yes
Minor Upgrades	No	Yes	Yes	Yes
Major Upgrades	No	Yes	Yes	Yes
Installation	No	No	No	Custom
Training	No	No	No	Custom
Helpdesk	Yes	Yes	Yes	Yes
iCare Access*	No	Yes	Yes	Yes
Solution Assurance**	-	-	-	Yes
Data Migration	No	No	No	Custom
Disaster Recovery	No	No	No	Custom
Start-up Fee	-	-	-	1.500 Euro

*iCare is a web-based platform where customers can log support issues, request new features, monitor performance of their iGuana iDM software, view release notes and download new software releases.

** Solution assurance is a service designed for customers who wish to extend coverage to their entire solution (including custom design, scripting, interfaces, configuration, etc.).

The logo for iGuana, featuring a stylized lowercase 'i' in orange followed by the word 'Guana' in a dark blue, serif font.



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