

# ANNUAL ENHANCEMENT PLAN

Ongoing Software Assurance  
Access to product updates and enhancements  
Ability to request customisation of product  
Priority access bug reporting  
Annual version upgrades

Keep pace with latest technologies  
Benefit from new features being introduced into MMS  
Increase productivity through the latest technologies  
Peace of mind  
Priority access for all product support

Many marinas ask what exactly is an AEP and why do I need one? AEP stands for annual enhancement plan. It means that we can deliver the latest fixes, changes and upgrades to the customer seamlessly and in line with our development schedule. The easiest way to think about this is a software insurance policy.

## Software Assurance

The AEP give you peace of mind in knowing that your software is always up to date, performing at its peak and in line with the latest technologies available in the computer industry today.

## Software Updates and Upgrades

PacsoftMMS is developed using an annual development cycle. Throughout any one development year many new enhancements, fixes and customisation are developed and released. These go to make up the new version of MMS released in the September of every year. As a customer with an AEP you will be supplied these throughout the year if requested or in one release annually as a version upgrade.

## Software Enhancements

Our development team are constantly working on enhancements to the core MMS software, in recent years we have seen faster server based technology, new quick queries, faster reporting, credit card encryption technology and much more. All customers who have an AEP in place receive these types enhancements every year in the version upgrade.

## Customisation

Often we find that customers businesses change, expand or even change hands and often these businesses require customisations to be done to the core MMS software to suit these changes. Pacsoft are always willing and happy to accommodate these changes and customisations if they can be done however they can only ever be done in the latest and supported version of the software to ensure continuity and quality control of our product. An AEP ensures you are on the latest and customisable version of MMS offering future proofing.

## Peace of Mind

Above everything else in the busy world of business having peace of mind that your solution is being managed and developed in line with global technologies and that you will always be up to date offers one less stress in your day to day business life.



## Bug Reporting and Fixes

Pacsoft encourages its customers to report bugs and will never charge for bug fixing however all bugs can only be fixed in the currently supported versions of the software and therefore having an AEP in place ensures that your software is the latest version including the latest bug fixes.

## New Technologies

As a Microsoft Certified Partner Pacsoft always strives to keep abreast with the latest technologies approaching the market, recently we have seen numerous microsoft advances with Vista, SQL 2005 and more, working to ensure our products are in line with these global developments. Pacsoft will enhance MMS to ensure compatibility with these technologies. An AEP once again ensures you will be able to purchase new hardware without the worry of compatibility issues.

## Notification

All customers with an AEP receive regular notices with the latest fixes and enhancements to allow for better planning of software upgrades and to ensure the latest information about the solution is at hand.

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*Full Worldwide Partner Details Listed On Our Website*