

TAP & SUMMUS

On-going maintenance, consistent servicing and proper training play crucial roles in maximizing the greatest value of your software investment. With our Technology Assurance Program (TAP) and TAP Plus, your team will get ongoing, specialized maintenance and support from highly trained experts at Circle CVI.

TAP

Software Version Updates

Web, email & Phone support

2 hours of Applications
Teletraining/ Webex

Online Checkup & Deployment
Confirmation

SUMMUS

Includes All TAP Features Plus:

Advanced Notifications of New Versions
and Releases

24/7/365 Phone Support & Online
support submission

2 Days Annually On-Site Training

Bi-Annual On-Site Hardware Review

1 Sandbox License per Circle
Product Purchased

SUMMUS

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Get **MORE**
from your new
solution

SUMMUS

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24/7/365 Phone Support

Toll free telephone support in addition to 24/7, 365 days/year online support submission.



Priority Support

Response ahead of non TAP Plus subscribers for other than Critical support issues (categories 2-4) and service requests.



Advance Notifications

Notification of new version releases and insight into the company's technical roadmap projected out one year.



Sandbox Licenses

1 Sandbox License for each different licensed Circle product.



Annual On-Site Services

Bi-annual on-site hardware review for software/hardware specification compliance and health check.