PMOD Upgrade, Extension, and Maintenance Policy

Annual Versions

PMOD provides new versions at an annual pace in October each year. The new versions constitute major product enhancements, that is, new features and functionality as well as general product improvements, as published in PMOD's release history (www.pmod.com/open/ReleaseNotes.pdf). In between the annual versions, occasionally maintenance builds are made available (free of charge). The builds are meant to fix bugs and correct minor technical problems. There is no annual fee for the license use, nor is there a time limit. Technical support is being provided for the three most recent annual versions (www.pmod.com/open/support.html).

New Licenses

In the price of a new license (v4.2), the upgrade to the next annual version (v4.3) is included. Later upgrades (v4.4 / Oct. 2022, v4.5 / Oct. 2023, etc.) are at cost as set out below.

License Upgrades

The price for upgrading an existing license to the current version (v4.2) is based on upgrade steps, that is, the number of consecutive versions needed to reach the current version. For such a consecutive upgrade, the cost per module and upgrade step is set to 25% of the full Cost of a New Module (CNM) (www.pmod.com/open/order.html), and in case multiple upgrade steps are involved, the following flattened scheme applies:

Upgrade Path	Rate	Steps Involved
v4.1 → v4.2	25%	1 step: upgraded v4.1 → v4.2
v4.0 → v4.2	40%	2 steps: upgraded v4.0 → v4.1 → v4.2
v3.9 → v4.2	50%	3 steps: upgraded v3.9 → v4.0 → v4.1 → v4.2
v3.8 → v4.2	60%	4 steps: upgraded v3.8 → v3.9 → v4.0 → v4.1 → v4.2
v3.7 → v4.2 & older versions	70%	5+ steps: upgraded v3.7 → v3.8 → v3.9 → v4.0 → v4.1 → v4.2
v4.2 → v4.3	+ 20%	include advance upgrade to v4.3 (optional)

Example: a license was acquired in spring 2016 and no upgrade was purchased ever since → base v3.8 incl. free upgrade to v3.9 (as per Delivery Note) → "v3.9 → v4.2" → 50% x CNM.

Upgrades may also be acquired ahead of time under ***privileged advance purchasing terms.*** Specifically, within the transaction to acquire v4.2, the next annual upgrade (v4.3) may be added for only 20% of new license cost. Pre-purchasing upgrades beyond v4.3 is also possible – please ask for a customized quote.

License Extensions

Adding modules to an existing license ("license extension") is always possible. Note that in spite of the extension, the version of the license will remain unchanged. To exploit the full potential of the added modules, the upgrade of the existing license to the current version is strongly recommended, and it is mandatory in case of an old, end-of-life version (www.pmod.com/open/support.html) and in case of technical discrepancies i.r.t. the added modules.

Maintenance Agreements

PMOD's maintenance agreements (support service agreements) are aimed at customers who want to ensure they always work with the most recent PMOD version and who want to benefit from privileged support services. The agreements comprise the annual version upgrade together with intermediate maintenance builds at a ***privileged rate*** (20% for academic, 22.5% for commercial customers, instead of the regular 25% *). PMOD will be glad to issue a customized draft agreement together with a companion quote for one or multiple annual subscriptions (incl. advance purchasing discounts). * except for Audit Trail license type: 25% (academic / commercial)

The maintenance agreements have become quite popular, with over 50 agreements in place all over the world. In essence, by engaging into an agreement, you will make some important savings, enjoy ongoing access to the latest software versions, and profit from priority technical support. PMOD in turn will benefit from continuity and from simplified license administration.

Quotes and Draft Agreements

Please request your customized quote / draft agreement at info@pmod.com.

Disclaimer: PMOD is a software FOR RESEARCH USE ONLY (RUO) and must not be used for diagnosis or treatment of patients.