Software Support Plans

Protect Your Workflow and Your Budget

SCIEX Software Support Plans help reduce downtime, increase productivity, and lower the total cost of software ownership by providing software upgrades and comprehensive support.

Increased Productivity
Software upgrades can improve reliability of system operation, data acquisition and data analysis

Full Access to Remote Support
Reduce workflow interruptions with complete access to SCIEX telephone and online software support resources

Improved Data Integrity
Upgraded software works better with modern operating systems, providing higher security and stability

Better Budget Control
Annual support plans eliminate unexpected expenses for software upgrades

Plans for Starter Kit Software Provided with Your Instrument*
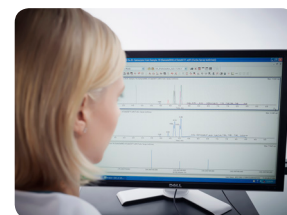
Software Legacy Plan

- Priority access to phone and online software support
- Discounts on related services
- Premium SCIEX University and Knowledge Base content online

Software Plus Plan

- Updates and upgrades during contract period
- Includes all the benefits of Software Legacy Plan

New Support Plans for Additional SCIEX Software**

Software Assist Plan

- Priority access to phone and online software support
- Discounts on related services
- Premium SCIEX University and Knowledge Base content online

Software Advance Plan

- Updates and upgrades during contract period
- Includes all the benefits of Software Assist Plan

Protect your SCIEX Software now: sciex.com/software-support/sw-support-plns

Reduce Your Cost of Software Ownership

With a Software Support Plan, you're protected from unexpected expenses when software upgrades become available. Instead of paying each time there's an upgrade, pay once per contract period and your upgrades are covered for your eligible software.
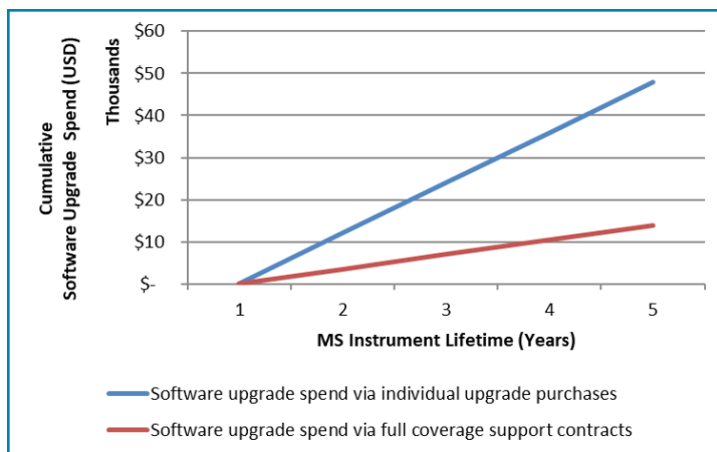
Total software upgrade spend over five years, where software upgrades are purchased twice per year, versus annual purchase of a Software Plus or Software Advance Plan that provide upgrade protection.

What's Covered in SCIEX Software Support Plans

Contract Feature	Starter Kit Software		Additional Software	
	Software Plus	Software Legacy	Software Advance Plan	Software Assist Plan
Software upgrades (e.g. version 1.6.3 to 1.7) for eligible software	✓		✓	
Software updates (includes point releases and hotfixes)	✓	✓	✓	✓
Access to premium SCIEX University and Knowledge Base content online	✓	✓	✓	✓
Priority access to remote software support (during business hours) via telephone and SCIEX Now™ Online	✓	✓	✓	✓
Discounted rates on selected software licenses and related software services	✓	✓	✓	✓
Discounted rates for validation and compliance services for easier upgrades	✓		✓	✓

*Plans cover software included with the instrument: one Analyst® Acquisition license, one Analyst Processing license and one SCIEX OS-MQ license for Analyst based systems or one SCIEX OS license for SCIEX OS based systems or one Analyst® TF Acquisition license, one PeakView® license, one SCIEX OS-Q license and MS/MS^ALL with SWATH® Acquisition for SCIEX TripleTOF® instruments.

**Plans cover ancillary software purchased at time of instrument purchase or later, excluding software in the Starter Kit. Not all software is eligible for every plan. Please contact your SCIEX representative for details.

SCIEX