

AVL CUSTOMER SERVICES

SOFTWARE SUBSCRIPTION BEING UP TO DATE WITH THE LATEST TECHNOLOGY

The functionality of modern testing equipment is to a large extent dependent on the software functionality it provides. Software Subscription stands for "leveraging the functionality required by the most challenging testing methods".

SOFTWARE LICENSES FOR SUB AND MAIN RELEASES

SW Subscription guarantees the access to the latest Sub and Main Releases of the software.

UPGRADE SOLUTIONS INCLUDING CUSTOMER SPECIFIC SOFTWARE EXTENSIONS

It is ensured that customer specific software extensions being part of the CARE Agreement are still available after upgrading to new Sub or Main Releases. This is realized either by upgrading these particular software extensions to the respective release level or integrating the extension into the standard SW. Both cases are covered by SW Subscription.

SOFTWARE RELEASE SCHEDULE INFORMATION

A Release Schedule includes the planned availability and the description of the scope (functional/technical) of Main Releases and is communicated to customers as part of SW Subscription in a SW CARE Agreement on annual basis. New Sub Releases are announced simultaneously with the Sub Release availability.

Additionally SW CARE customers are informed about the expected impact of release changes with respect to compatibility to other software products and connected hardware like measurement devices. Customers will be able to adapt their investment planning accordingly.



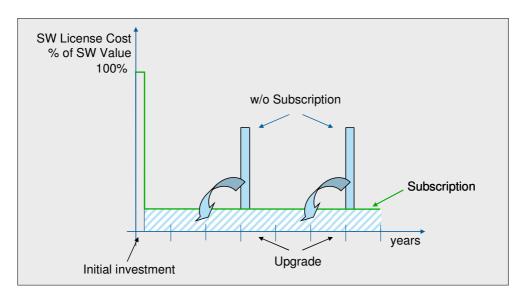
SW Subscription provides customers with information regarding upcoming changes in the legislation (e.g. for emissions testing) and about corresponding AVL solutions with a time line for implementation (Release Schedule).

Benefits

- Efficiency and competitiveness enabled by access to latest software technology
- Minimized and predictable SW investment cost during the upgrade and extension of existing testing systems
- Fulfillment of the latest requirements for testing (new legislation, new methods, etc.)
- On time investment planning enabled by heads-up and pro-active information about new SW releases, functionality and compatibility

Financial Aspects

The annual fee for SW Subscription corresponds to 12% of the software value. Compared to purchasing SW licenses on demand a significant advantage can be leveraged.



The example shows that after upgrading to a new version after 3 years will cost about 60% of the initial sales price while SW Subscription results into $3 \times 12\% = 36\%$.

References

About 150 test systems are currently covered by SW Subscriptions as part of CARE Agreements.