Upgrade Entitlement (UE) Policy Overview

Introduction

To maximize your success in using GXP® software, BAE Systems GXP offers a comprehensive software support program called Upgrade Entitlement (UE).

UE is an added benefit offered to GXP Xplorer®, SOCET GXP®, SOCET SET®, GXP WebView®, and GXP InMotion™ users. A 90-day warranty is included with all GXP product license purchases and provides the same privileges as the UE program. To guarantee continued support, we highly recommend that you subscribe to the UE program before the end of the initial 90-day warranty period.

For additional details, please contact the GXP sales administrator or distributor in your region, or send an email to gxpsales@baesystems.com. If you already have a UE agreement in place, you should renew the agreement before the existing UE expires to avoid reinstatement charges.

Benefits of the GXP UE program

When you subscribe to the GXP UE program, you are entitled to receive current software and all subsequent updates. UE also includes unlimited customer support by phone, email, or fax so that technical issues can be addressed immediately to minimize downtime.

In addition, the MyGXP Customer Portal is a self-service reference for around-the-clock support. The customer portal offers access to exportable software builds, patches, and other critical product information at any time, and any time zone. With the click of a button, you can update your profiles; manage support requests and email preferences; request license keys and software; and search the Technical Knowledgebase for quick answers to outstanding issues.

The GXP UE program includes:

– Software patches
– Software updates
– Unlimited customer support
– MyGXP Customer Portal access

– Software training*
– Focus groups
– On-site support**
– Issuance of replacement software license keys***

* All scheduled SOCET GXP, GXP Xplorer, GXP WebView, GXP InMotion, and SOCET SET training courses held in our regional training centers are FREE for customers on current UE.

** Requires pre-authorization and approval by GXP Director of Customer Technical Solutions or Vice President of Sales, Marketing, and Customer Technical Solutions.

*** In particular, this is in relation to permitted transfers and/or temporary software license keys issued for virtual machines.

Software patches and updates

As BAE Systems issues new releases or updates to its software, the changes are identified by version number, for example SOCET GXP v4.0. The primary focus of these releases is to upgrade product features and functionality. Customers with UE are entitled to these releases, which include updates for the software modules they currently own. New software modules purchased after a UE agreement is in place are not included in the UE program until a license and the appropriate UE are purchased.

Software updates are distributed automatically to UE subscribers in the form of media kits, which include soft-copy documentation. In some cases, software updates may be downloaded from MyGXP.com. All classified versions are shipped according to designated shipping methods.

Americas
800 316 9643

Asia
Tel +603 2191 3000

Australia and New Zealand
Tel +61 2 6160 4000

Europe, Middle East, and Africa
Tel +44 1223 370022

Customers located outside of these regions who need product support should submit a support request form via the MyGXP Customer Portal.

If you need further assistance, contact the local distributor or GXP office in your region. Detailed advice on accessing the GXP Customer Technical Solutions department is provided at the time of purchase.

Customer Portal
www.MyGXP.com

Email
gxp.support@baesystems.com

Customer Technical Solutions

The GXP Customer Technical Solutions department is dedicated to providing prompt, expert assistance to GXP software users with UE. Areas of support include telephone, email, and fax assistance to solve problems encountered while using GXP software, interfacing with GXP supported peripheral devices, and logging enhancement requests and bugs submitted by users.

The MyGXP Customer Portal is always available and accessible with unique login information to your personal account. Support that includes software patches is contingent upon export approval in accordance with applicable export laws and regulations.

Accessing Customer Technical Solutions

Customers may contact the GXP Customer Technical Solutions team at any time. To initiate a request, complete the support request form on the MyGXP Customer Portal, or use the support numbers listed. As soon as you encounter an issue that needs to be resolved, please notify us immediately. We make every effort to resolve issues as soon as possible. When contacting the GXP Customer Technical Solutions department department, please be ready with the following information so that we can help you quickly:

– Software name and version number
– Exact wording of any message that appeared on your computer screen
– What happened, and what you were doing when the problem occurred
– How you have tried to solve the problem
– Hardware description, memory, graphics card, manufacturer, operating system, and version number

Once received, each reported incident is given a unique identification number for reference. After an incident is logged, the user is contacted by the next available support engineer for the product being used. We are committed to logging your request within four working hours, and responding to your request within one business day.

Resolution time

For customers with current UE agreements in place, BAE Systems makes every effort to ensure that GXP products perform in all material respects in accordance with the software documentation. The time required to answer questions and resolve problems depends on the type of problem and whether we are able to reproduce it at our site. Ordinarily, we answer questions and suggest solutions to problems on the same day we receive them, often immediately. Generally, we can resolve documented issues quickly, and provide satisfactory workarounds.

If research or consultation is required, a complete response may take two to three business days. In rare circumstances, resolution may take longer. If the problem turns out to be a coding or documentation error for which there is no workaround, resolution may have to wait for a future programming modification, which is typically issued as a software patch. Software patches may take longer to reach classified and international customers due to the additional paperwork required for these shipments.

During the decision-making process regarding appropriate action and resource allocation required to solve problems, BAE Systems takes into account the severity of the problem, which could fall into one of the following categories:

Level one: System is down (i.e., the problem causes the system to be inoperable to all users and data may be lost).

Level two: There is a functional problem that has a significant impact and threatens productivity; such problems may be difficult to work around and may reduce system usage considerably, but there is no data loss.

Level three: The problem may have a significant impact on production (for example, production proceeds but is impaired); a workaround may be available with no data loss.

Level four: The problem is minor – there is no significant effect on productivity, however the user experience is unsatisfactory to some extent; the appearance of the software may not be ideal; the issue could be defined as an enhancement request.

Problems that can be reproduced are corrected based on severity and their impact on multiple users. The solution is provided with a patch, as defined earlier in this document.

Every effort is made to correct problems in the first two categories, which are sometimes referred to as substantial defects, and issue a patch within a reasonable time frame. This relates to problems encountered regarding the use or performance of the software as opposed to enhancement requests. Level three issues may be treated this way, or BAE Systems may decide, after due consideration, that resources are better used by treating them in the same way as level four.

Level four issues, however, are most likely to be designated as enhancement requests. BAE Systems is under no obligation to provide these under UE, but may elect to do so, in either a patch or a new release, according to the potential sales impact and the number of users the enhancement assists. The final determination of severity or level of an issue will be made by the GXP Director of Product Management.

Training

Scheduled training is held at GXP training centers worldwide throughout the year. All scheduled training courses held in our regional training centers are free for customers on current UE. For a calendar of training courses offered by region, visit baesystems.custhelp.com/app/training/home.

Periodically, GXP holds a user conference, GXP360°. At the discretion of the GXP VP of Sales, GXP may issue comp codes to customers based on the quantity of licenses held and whether Upgrade Entitlements (UEs) are current. Due to the number of licenses held and current UEs, the registration price for this event is included in the price of the purchased UEs. As the registration price for this event is included in the price of the purchased UEs, this is not to be construed of as a Gift or Hospitality of any kind.

Focus groups

Periodically, GXP hosts focus group events on a regional basis, by invitation, to encourage selected users with UE to provide information to BAE Systems on their use of GXP technology and their wishes in terms of how products are developed in the future. These events give you the opportunity to collaborate with GXP staff to design more effective products and to find out about other users' experiences with the products.

Terms, conditions, and limitations

All services and inclusions in our UE program are for users who have renewed and paid the annual UE charges in advance, including those who have recently purchased GXP software and have purchased UE before the warranty period expires.