



► Upgrades: Maximizing Your SCS Systems

If you have an active support contract for your SCS software, you are automatically entitled to software updates when releases are ready for distribution. The new software (which may contain bug fixes, improvements in the user interface and new functionality) is free.

Installing any software revision to a system you depend on every day requires care and planning. We are very sensitive to this, and we take steps to ensure the safety of your paper's data and daily processing. Every upgrade requires a complete backup (so that it can be reversed quickly if necessary) and careful testing of both new and old features.

Our systems are server-based; the application software resides on the server and only thin-client network graphics display software (e.g. WebTermX for PC or Exodus for Mac) runs on each workstation. This means that usually only the servers need to be upgraded to move to a new release of SCS software. You'll never have to worry about upgrading many locations at once or, worse, missing one of the workstations, leaving users running different versions of the software.

To support your users when they have questions or problems, we have several ways to access your system (with the cooperation of your Systems staff, if you have one). Depending on the resources available at your site, we may use a modem to dial into your server or we may connect through the Internet. We do either one of these only with permission, of course. We may also send instructions for a systems manager at your site to either gather more information for us or to correct problems and test solutions.

We can use these same access methods to perform typical upgrades. Upgrades jumping multiple releases are usually more complex and may require on-site services.

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If you can safely install the software yourselves, or if our staff can do it for you remotely during normal business hours, the only charges to you will be any necessary long-distance modem charges. If late-at-night or weekend hours are required, there will be a charge for this time. If on-site service is required, our usual per diem and travel expense charges will apply.

The easiest, and safest, upgrades are incremental ones. These are the ones that are most likely to be performed remotely. Frequent, small, incremental changes are also easiest on the users of the system.

When several major upgrades (most likely involving data base changes) have been skipped, bringing the software up-to-date is almost certainly going to require extra care and supervision, and we usually feel it is safest to have one of our staff on-site. We will come and do all the necessary backups and setup, install the upgrade, test the upgrade in your environment, and then be available through the first day of production use for immediate troubleshooting and any necessary training. We can stay longer if more extensive training is required. Different products require different amounts of time for a major upgrade of this type. Somewhere around four days on-site per product is typical.

If the servers you are using are getting old (which is certainly a relative term these days), it is probable that you can replace them with bigger, faster ones that cost less than the originals and will run better. If the servers are very old, it may be necessary to replace them before a software upgrade is possible. Our newest software assumes the availability of current computing resources. The good news is that it may be possible to consolidate servers and run with fewer separate computers. This can reduce your IT drudgery by simplifying your network and your backup procedures.

The take-home message here is that you will get the most out of your SCS software and your support contract if you plan frequent, regular upgrades (at least once per year).

Contact us and let us help you with the planning. We can tell you what upgrades are available and



what features they include (we're going to try to keep you informed about this regularly via our e-newsletter FreshCopy). We can also tell you how complicated a potential upgrade will be and what hardware and labor resources will be required. We'll help you do this in time to submit budget requests before the need becomes critical. If only one product is involved in the upgrade, contact your normal support group. If multiple products must be coordinated (because they run on the same server, for instance), contact any of the support groups or send e-mail to sales@newspapersystems.com. Be sure to mention all of the products you use, and we'll coordinate our efforts here.