

You have questions.

We have answers!

# Q&A

We are so pleased to announce the acquisition of *CI Global Technologies Ltd*, the developers of Sage 300 Modules: Mobile Salesperson (MSP), Mobile Inventory Suite (MIS), Mobile Delivery Tracker (MDT), Commission Manager (CM), DB Dump & Load, and Other Importer Tools.

Our goal is to answer any questions that come to mind on how this could impact your partnership with *CI Global Technologies Ltd*. Listed below is a FAQ sheet for you to reference to help answer some of the questions:

**Q: Does this impact my existing partnership with CI Global Technologies Ltd?**

**A:** The great news is that it won't! All the CI Global Technologies MSA stay in place, and Scanco will continue to provide you with the highest level of customer satisfaction.

**Q: Who supports the CI product line now?**

**A:** The support staff stays in place, and you can continue to call 1-917-546-9237 or email a support case to [mspsupport@ciglobalsolutions.com](mailto:mspsupport@ciglobalsolutions.com).

**Q: How will my current Software Assurance with CI Global Technologies Ltd be affected?**

**A:** We want to make this as easy as possible, so we are not changing a thing! All Annual Software Assurance will remain, and your notification and future renewal process will stay the same for Scanco, just like CI Global Technologies Ltd.

**Q: Does the website change?**

**A:** No, please continue to visit us at [www.ciglobalsolutions.com](http://www.ciglobalsolutions.com). We will roll out changes to our Scanco portal in the future.

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**Q: How will the future Software Assurance benefit my business?**

**A1: Helps you stay current:** New feature enhancements are constantly being developed to address the ever-changing demands of the marketplace. Software Assurance can be utilized to help your business by ensuring you are up-to-date with the latest software releases and enhancements.

**A2: Protects your investment:** Scanco understands that your investments in technology are important. They bring added value to your business and can often help increase your bottom line. By keeping your systems and applications current on Software Assurance, you protect your investment while providing your business with the latest business software to stay competitive in today's marketplace.

**A3: Allows you to budget more efficiently:** Software Assurance's fixed annual contract or multi-year contract will allow you to plan your software expenditures in advance—alleviating the concern of unexpected maintenance or upgrade costs.

**Q: What if I decide NOT to subscribe to Software Assurances?**

**A:** Software Assurance coverage is required with the initial sale of most products. If you decide not to enroll in the Software Assurance program now, you may still have the option to purchase Software Assurance at a later date, but it is much more economical and beneficial to subscribe now. Reinstatement fees may apply if you delay or if there is a lapse in your coverage.

**Q: If I need to add some additional software licensing and there is a current Software Assurance Agreement, how will that work?**

**A:** We will pro-rate the cost of the Software Assurance coverage for any additional licensing to the same term date as the existing agreement.

**Q: Are there different service level types for Software Assurance?**

**A:** Depending on the module selected, there may be multiple Software Assurance coverage options. Such options may include a limit to the number of tickets and software upgrades available. For more information, contact a Scanco Authorized Representative for the options available to you.

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**Q: In the future, when it is time for me to renew my Software Assurance, how will I get notified?**

**A:** Our robust Software Assurance system will automatically notify you through the channels when it is time to renew your Software Assurance. In addition, you will receive a letter of expiration via email.

**Q: Does this impact the Sage OEM agreement?**

**A:** No, Scanco has an OEM partnership with Sage, so this only adds to our portfolio and strengthens our relationship.

**Q: How does this change how I register a deal? Will it affect the proposal already submitted?**

**A:** Our goal is always to provide you with the resources you need to assist in closing the Business Opportunities in Hand. The proposal already submitted remains the same and the process will stay the same—email [sales@scanco.com](mailto:sales@scanco.com) or call 330.645.9959 we'll be here to help.

**Q: What are the new email addresses?**

**A:** We are sure you have your contacts saved, so instead of making it more complicated, use the same email addresses you have on file for now. All email will be forwarded to the new @scanco.com accounts announced shortly, so you can quickly update as needed.

**Q: How do I get product updates?**

**A:** All procedures you have become accustomed to will remain the same. You will have access to them through email notification from the Support Team.

**Q: Will I still be able to get my custom mods that I have submitted?**

**A:** Absolutely! The processes and procedures will not go away. We will continue to develop and deliver all modifications in the queue.

**Q: Will I be able to get my bug fixes and funded enhancements?**

**A:** Yes, all bug fixes are included in standard product. All funded enhancements in the queue will be delivered.

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**Q: Does Partner sales support change?**

**A:** Nothing changes. You can connect with [sales@scanco.com](mailto:sales@scanco.com).

**Q: How will this impact me from a margin perspective?**

**A:** All agreements stay intact, and we will continue to strengthen them throughout the coming months.