

Software support and maintenance programs

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Maintain reliable operations and benefit from innovation to maximize return on your software investment

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A software service agreement is an essential part of an investment made into calibration software. In fact, the purchase of calibration software should not even be taken into consideration without first considering software maintenance and support issues. The larger the calibration investment is and/or the longer the customer expects to have the calibration system operational and in use, the more important it is to consider investing in a service agreement.

What is a software service agreement? A software service agreement is a fixed term, annually invoiced service agreement where the customer is entitled to receive specified services for specified software during the term of the agreement. The services typically include provision of software updates and helpdesk support.

Why a software service agreement

Unlike many hardware products, software products are not independent and isolated, as they are always used in an IT environment. Calibration software is no different. Since operational and IT environments evolve and change over time, the calibration software product must also evolve and change to remain in operational condition. Furthermore, as a supplier of calibration software, Beamex's R&D department is constantly developing and improving the functionality of the software, and the results of the R&D work are available to the customer through software updates.

In brief, the software service agreement assists you in maintaining reliable operations and benefiting from innovation to maximize return on your software investment.

- **Maintain reliability**

Regular software updates ensure that your calibration software adapts to changing IT environment requirements. Furthermore, helpdesk support provides quick access to assistance if problems arise.

- **Benefit from innovation**

With the service agreement, you will be able to benefit from the product development work at the Beamex R&D department, as the Beamex R&D continuously works to improve the performance and functionality of the software. The results of the development are available to the customer through software updates.

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BEAMEX SOFTWARE SERVICE OFFERINGS

BEAMEX SOFTWARE SERVICE OFFERINGS	STANDARD SUPPORT OPTIONS	DESCRIPTION
Object of support service	Standard software products and components	Beamex CMX Professional and/or CMX Enterprise, Business Bridge.
	Customer-specific software components	E.g. customer-specific system integration or software configuration.
Scope of services	Software updates	If software updates are included in the service agreement, the customer will receive new software versions and revisions made generally available for use by several customers. The software updates may rectify errors in the then-current revision of the software, improve software performance and contain new and/or improved functionality. Software updates are available as a service for standard software products and customized software components.
	Remote helpdesk	If problems arise when the software is in use, Beamex's remote helpdesk support provides error diagnostic services and allocates resources in aiming to repair the errors. The standard remote helpdesk services are available in English at minimum, and accessible by phone, fax or email. The support service is available during the service hours specified in the service agreement.
Support term options	Fixed term 1-, 2- or 3-year agreement	The service agreement can be either for a fixed period or it can be automatically renewed.
	Automatically renewed agreement	
Access to support	Phone	Standard remote helpdesk services are accessible by phone, fax or email.
	Fax	
	Email	

Related products and services

Portable calibrators

Beamex's range of portable MC-calibrators for field calibration is known for their accuracy, versatility and also for meeting both high and uncompromised quality standards.

Workstations

A workstation can be considered ideal when most of the maintenance and calibration tasks are performed in the workshop. Beamex's workstation is a modular testing and calibration system designed for use in workshops and laboratories.

Temperature dry blocks

Beamex offers two different dry block series: the Beamex® FB Series Field Temperature Blocks and the Beamex® MB Series Metrology Temperature Blocks. The dry blocks in the FB Series are lightweight, high-accuracy temperature dry blocks for industrial use. The dry blocks in the MB Series deliver bath-level accuracy for industrial applications as well.

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Calibration software

Beamex® CMX Calibration Management Software

The Beamex® CMX is calibration management software that assists in documenting, planning, analyzing and, finally, optimizing calibration work. The CMX's scalable technology and user configuration allows you to integrate it easily into other systems for a one-of-a-kind calibration system that fits your specific needs completely. The CMX also helps to meet the regulatory requirements, whether your plant's calibration system needs to comply with ISO 17025, cGMP or 21 CFR Part 11. By using the CMX, you will have all your calibration results in a traceable and auditable form, either printed on paper or stored in electronic format in a database.

Professional services

Recalibration and service

There are many benefits from using the services provided by Beamex's accredited calibration laboratory on a regular basis. It ensures that the calibration equipment remains in excellent condition and you are also able to provide, if needed, up-to-date proof of the calibrator's measurement accuracy. The Beamex Calibration Laboratory provides traceable calibration services in pressure, temperature, DC current, DC voltage, resistance and frequency.

Training and installation

Beamex provides worldwide services for installation and training. This way you are able to have your new calibration system up and running in no time. You also learn about the capabilities of Beamex calibration equipment, how to use it and how your organization will benefit the most from it.

Accessories

PG series of calibration pumps

The PG series includes hand-held, lightweight pressure and vacuum sources for field use. The PG series of hand pumps are ideal pressure/vacuum generators to be used as accessories for pressure and vacuum calibration.

External pressure modules

The external pressure modules introduce new configuration possibilities and add flexibility, as it is possible to calibrate even more pressure ranges with the same calibrator. This way, the Beamex calibration equipment meets your needs even better.

BEAMEX SOFTWARE AND SERVICES