

Maintenance, Support and Protection Options for Your ESC DAS

Support Services		
Feature	Fortress	Sentry
Online Support	✓	✓
Agent Assisted Support	✓	✓
Assistance Reloading StackVision Server Software	✓	✗
Assistance Installing Stackvision Server Software Updates	✓	✗
Optional Services	Purchased Separately	Purchased Separately
Data Controller Maintenance		
Feature	Fortress	Sentry
Repair & Loaner Services	✓	✓
Spare Parts Purchase Discount	✓	✗
Replacement Purchase Discount	✓	✗
Trade-In Program for Next Generation Data Controller	✓	✗
StackVision Maintenance		
Feature	Fortress	Sentry
License for Backup Server	✓	✓
Software Updates – Existing Licensed Functionality	✓	✓
Software Updates – New Licensed Functionality	✓	✗
Software Updates – Next Generation Software	✓	✗
Access to MATS Module	✓	✗
Access to Sorbent Trap Module	✓	✗
Access to FleetMode	✓	Purchased Separately
Server Management Discount	✓	✗
SQL Server Tune-Up Discount	✓	✗
Software Escrow	✓	✗
Additional Offerings		
Feature	Fortress	Sentry
User Group Meeting Speakers – Registration & Travel Expenses	✓	✓
Free Public Classroom Training / Free Public Online Training	✓	✗
Free Web Based On-demand Learning	✓	✗
Private Training Discount (On-site & Online)	✓	✗
Project Engineering Labor Rate Discount	✓	✗
Subscription for Fleet Mode on select StackVision features *Dashboards, Charts, & QA Test Deadlines	✓	✗