



Extended Support

The following pricing is for Resource Central version 4.2 and newer, as well as DS Service version 4.3 and newer, and includes support for one or all:

Resource Central 4.2	Resource Central 4.3	DS Service 4.3
<ul style="list-style-type: none">• Windows Server 2016 (FULL)• Windows Server 2019• Microsoft SQL Server 2014• Microsoft SQL Server 2016• Microsoft SQL Server 2017• Microsoft Exchange Server 2016• Microsoft Exchange Server 2019• Microsoft Outlook 2016• Microsoft Outlook 2019• Microsoft Outlook 2021	<ul style="list-style-type: none">• Windows Server 2016 (FULL)• Windows Server 2019• Microsoft SQL Server 2014• Microsoft SQL Server 2016• Microsoft SQL Server 2017• Microsoft Exchange Server 2016• Microsoft Exchange Server 2019• Microsoft Outlook 2016• Microsoft Outlook 2019• Microsoft Outlook 2021	<ul style="list-style-type: none">• Windows Server 2016• Windows Server 2019• Microsoft SQL Server 2017• Microsoft Exchange Server 2016• Microsoft Exchange Server 2019

General Information

Add-On Products offers extended support to clients using certain “Out of Mainstream Support” Microsoft products with our software. This allows you to retain support access for your Add-On Products software while continuing to use older Microsoft products.

If you use a Microsoft product which has ended its mainstream support, you may still be able to be covered by our support – just purchase extended support for the Add-On Products product in question. You can see details about what Add-On Products’ mainstream support covers [here](#) and the lifecycle for product support [here](#).

For further details on the rationale behind the additional charges for extended support, please see the following page.

Pricing

The Extended Support fee is an additional cost of 32% on top of your current maintenance price.

As an example, a yearly maintenance price of 1,000 USD will increase to USD 1,320 per year.

The Extended Support fee will be a separate line item and will be removed once it is no longer required. The fee will change if you increase or decrease your license size. Further, the fee will follow your current renewal date and rhythm (*) and as such it is your responsibility to inform us when you are not using Microsoft products which are in Extended Support with Microsoft.

**) Termination is, as your regular maintenance program, 3 months prior to renewal date. The Extended Support fee is automatically renewed.*

For more information, please contact your reseller or us directly by sending an email by clicking [here](#).



Why does Add-On Products charge extra for extended support?

Development of new features:

When we develop new features for our software, it requires additional time and resources to research, develop and test these features to ensure they work correctly on older versions of Microsoft software. This is due to potential differences in platforms that require customizations or compatibility adjustments to ensure the smooth running of our software.

Testing of changed features in new releases:

With each new release, it is necessary to test changed features to ensure they work correctly on different versions of Microsoft software. This increases the testing scope and requires additional time and resources to ensure our software maintains the desired functionality and performance across different platforms.

Root cause analysis for customer support issues:

When issues arise with customers using older versions of Microsoft software, you may need to spend more time identifying the root cause of the problem. This is due to the complexity of navigating platform differences and requires in-depth knowledge and expertise to properly diagnose and resolve issues.

Negative impact on system performance and error rate:

Platform differences can have a negative impact on system performance and increase the number of errors. This can be due to inconsistencies in the code base, making it harder to identify and fix problems, as well as potential compatibility issues between our software and older versions of Microsoft software.

Cost-effectiveness of bug fixes and new features:

Bug fixes or new features developed specifically designed to meet the needs of customers using older versions of Microsoft software may only benefit a small segment of our customer base. This means that the cost of developing and implementing these changes cannot be spread across many customers, which can lead to increased costs for support and maintenance of these older platforms.

Security risks:

Older versions of Microsoft software no longer receive security updates and patches, which can increase the security risk to our customers' systems. As a result, our support team may need to implement additional security measures or advise customers on better security practices, which requires additional resources and time.

Production costs:

Supporting older versions of Microsoft software requires a larger and more extensive development environment, including hardware, software licenses, and man-hours to be allocated to maintain and update our development environments. This results in a higher cost level in our support and development departments.