



# Signature

## Enhancement & Support Plans

### Keep Your Business Operations Running at Peak Performance with a Signature Enhancement and Support Plan

Each year WennSoft validates compatibility testing with Microsoft Dynamics GP to maintain optimum compatibility along with annual feature enhancements, service packs and hotfixes to the Signature suite to keep your business running at peak performance. [Learn more](#) about WennSoft's commitment to Signature and Dynamics GP.

All plans feature exclusive access to WennSoft's Customer Portal to quickly access the latest WennSoft product downloads, WennSoft University webinars and e-learnings, news and updates, online documentation, request registration keys, and more. Gain access to extended benefits by selecting a plan with support to gain access to WennSoft's Customer Support Center to search the knowledge base, submit and track support incidents, and offer product suggestions.

### WennSoft Enhancement & Support Plans

Support Tiers Plan Benefits	Enhancement	Foundation	Professional	Deluxe
Price (based on a percentage of system value)	17%	20%	23%	27%
Unlimited access to customer portal featuring product downloads, online support documentation, WennSoft university, request license keys, and more.	Included	Included	Included	Included
Unlimited access to customer support center to submit and track support incidents, and more.	Included	Included	Included	Included
Support incidents	-	6	30	unlimited
Guaranteed response time for supported releases	-	6 hours	4 hours	2 hours
Discounted support packs	single incidents only	Yes	Yes	-

Additional support incidents can be purchased individually or through discounted support packs. The purchase of support incidents is only available to customers active on a current enhancement plan.

Plan	Add-On Support*	Price (USD)
Supported Releases	Single Incident	\$300
	Support 3-pack	\$680
	Support 10-pack	\$2,199
Unsupported Releases	Customers on unsupported releases or customers with no plan in place, regardless of version, can received support through contracted engagement at \$300/hour with a 1 hour minimum.	\$300/hr

\*Unused support incidents expire with support contract.

**Keeping current on an Enhancement and Support Plan has many business benefits.**

Expired support contracts may be subject to financial penalties upon re-enrollment.

# SIGNATURE SUPPORT LIFECYCLE POLICY

(updated 11/30/2023)

## Support Discontinuation Dates For Signature Support

The Signature product support lifecycle information below is designed to help you plan system upgrades and enhancements to your Signature solutions prior to the end of mainstream support or product discontinuation. Wherever possible, the Signature support lifecycles map to the Microsoft Dynamics GP lifecycle support policy.

Signature version by release	Signature general availability date	Signature mainstream support discontinuation date (see policy below)	Signature service pack support end date (see service pack policy below)	Dynamics GP mainstream support end date
<b>Signature</b> ↓ Modern release ↓				
Signature 2023 – 2018 R8 (18.06b08)	11/30/2023	Modern Support Lifecycle	TBD based on timing of the fall 2023 release	.
Signature 2022 – 2018 R7 (18.05b07)	11/30/2022	Modern Support Lifecycle	05/30/2025	.
Signature 2021 – 2018 R6 (18.04b06)	11/18/2021	Modern Support Lifecycle	05/30/2024	.
Signature 2020 – 2018 R5 (18.03b05)	11/24/2020	Modern Support Lifecycle	05/18/2023	.
Signature 2019 – 2018 R4 (18.00b04)	11/22/2019	Modern Support Lifecycle	05/24/2022	.
<b>Signature 2018</b> Fixed release →	02/28/2018	01/10/2023	01/10/2023	01/10/2023
<b>Signature 2016</b> Fixed release →	07/19/2016	07/13/2021	12/16/2016	07/13/2021
<b>Signature 2015</b> Fixed release →	04/10/2015	04/14/2020	06/30/2015	04/14/2020

The Signature Fixed Support Lifecycle Policy provides predictable guidelines for product support availability from the time the product is released throughout that product's life. By understanding the product support options available, you will be able to better control the planning of maintenance, upgrades, and expansion of your solution.

## Signature Fixed Support Lifecycle Policy

The Signature Fixed Support Lifecycle Policy follows the same end-of-life dates as Microsoft Dynamics GP versions and offers a minimum of 3 years of mainstream support for each major release and its associated feature packs. Mainstream support will end when the product version is retired. After mainstream support ends, customers have the opportunity to purchase extended support options. Enrollment in an active enhancement or support plan is required for mainstream or extended support. It is, however, highly recommended to plan your upgrades in accordance with the support lifecycle policy to maximize the productivity of your GP and Signature system.

Fixed Mainstream Support includes:

- Incident support
- Feature packs
- Security update support
- Ability to request non-security hotfixes
- Service packs
- Incident support includes the support incidents per the support plan, paid per incident support, incident packs and hourly support engagements.
- Service packs are delivered on a periodic basis to deliver cumulative hot fixes or to deliver compatibility with a Microsoft Dynamics GP service pack.

Extended support includes options available for purchase as listed below. It does not include any of the elements provided in mainstream support.

- Incident support
- Extended hot fix support incident support is limited to the support incidents per the extended support plan or paid per incident support.

Additional Support Includes the WennSoft Customer Support Center, which includes a self-service support knowledge database. It is available to all customers on an active enhancement or support plan. The Customer Support Center is accessible throughout the product's lifecycle and a minimum of 12 months after the end of mainstream support.

## Signature Modern Support Lifecycle Policy

Signature 2019 18.00b04 represents the first WennSoft software release congruent with Microsoft's announcement of moving the October 2019 release of Dynamics GP to the Modern Support Lifecycle. The Modern Support Lifecycle includes the same deliverables as the Fixed Support Lifecycle. However, customers must remain current on versioning from WennSoft and Microsoft Dynamics GP as per the servicing and licensing requirements. If you are not familiar with Modern Lifecycle Policy, [visit the Modern Lifecycle Policy page](#) on Microsoft's support site where you can also access the Modern Lifecycle Policy FAQ. All Signature releases in the Modern Support Lifecycle will be support for a period of eighteen (18) months from the time of a new version release to accommodate customers as they transition to the current version.

## MobileTech Support Lifecycle Policy

WennSoft will support the current version of MobileTech plus the second most current version. Due to the dynamic nature of managing mobile operating systems (iOS, Android, and Windows), WennSoft encourages customers to remain current on MobileTech versioning to prevent unnecessary disruption to their mobile workforce.

## Signature Unsupported Versions Support Policy

Requests for assistance on unsupported versions will be handled in the following manner:

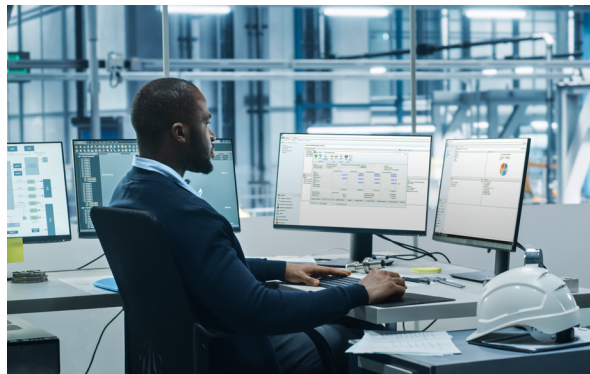
- If your version reaches end-of-life within the timeframe of your current maintenance contract, support will continue normally by the WennSoft support team through the duration of that contract.
- When it is time to renew your contract, if you are still running an unsupported version, renewal options will be limited to Enhancement Only or Extended support. The Enhancement plan is supported through contracted engagement at \$300/hr with a minimum of one hour.
- Hotfixes and technical workarounds are not available for versions post end-of-life.

When a new version reaches the end of mainstream support, assistance for version prior may be limited or not possible, (i.e., Support for 2013 after 2015 has reached end of life). These requests will be reviewed on a case by case basis and if possible, will be handled through an engagement with our professional services team. All consulting efforts will be scheduled based on resource availability and billable at the standard rates. Emergency rates may apply.

## Signature Service Pack Policy

As part of the effort to continually improve Signature, fixes are created and released in a service pack. Service packs are cumulative, meaning that each new service pack contains all the fixes included with previous service packs along with any new fixes. This is done so that you do not have to install an earlier service pack before you install the latest version.

- When a new service pack is released, WennSoft will provide support for the service pack until the next service pack for the same version is released.
- When support for a product ends, support of the service packs for that product will also end. The product's support lifecycle supersedes the service pack support policy.



**WennSoft**

The leader in field service and construction solutions.

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