

## HEYEX 2 Software Maintenance

### What is included in my software maintenance fee?

Software maintenance involves modifying and enhancing software after its initial release to ensure continued functionality, adaptability, and relevance. There are four primary types of software maintenance, each serving a distinct purpose:

#### Corrective Maintenance:

Corrective maintenance involves identifying, diagnosing, and rectifying defects or issues in the software that can hinder its proper functioning. These issues can range from minor bugs to more significant errors that affect the system's stability and performance. Corrective maintenance ensures that the software remains reliable and operates as intended.

#### Adaptive Maintenance:

Adaptive maintenance focuses on modifying the software to accommodate changes in the external environment, such as new hardware, operating systems, or legal regulations. This type of maintenance is essential to ensure the software remains compatible and effective in evolving technological landscapes.

#### Perfective Maintenance:

Perfective maintenance involves enhancing the software's functionality to improve its performance, user experience, and efficiency. This can include adding new features, optimizing code, and refining user interfaces. Perfective maintenance helps the software stay competitive and aligned with user expectations.

#### Preventive Maintenance:

Preventive maintenance aims to identify and address potential issues before they manifest as problems. It involves activities like code reviews, performance tuning, and security updates to proactively enhance the software's reliability and security.

The maintenance of the software is charged annually based on the cost of the software licenses. Software maintenance should not be confused with technical support or hardware maintenance contracts. Technical support and hardware maintenance are additional services provided either remotely or onsite by our team of trained service technicians worldwide.

For more information on these services, please contact your sales representative.