



Kentico maintenance

keep it valid

What do I get with a Kentico maintenance agreement?

- **Free version updates, with all their great new features**
- **Highly responsive technical support from the same team that built the system**
- **Improved website stability and performance**
- **7-day bug fixing policy on our latest versions**

And you get all this *for a fraction of what you'd pay* for any of these options without an active maintenance agreement.

Do I really need it? It depends.

Do you ever need support?

Without valid maintenance you will not automatically have access to our great support whenever you run into trouble.

You can get Express Remote Assistance, a pay-as-you-go-service, but this *can't be purchased as a replacement for the free technical support included in maintenance.*

Your development partner can help you troubleshoot customizations and most high-level issues, but they are very much unable to provide you with efficient core platform support. Their support packages typically revolve around the actual customization/bespoke code of your project and do not cover upgrades.

What price can you put on getting things done on time and with less stress?

Is your project cost sensitive?

Without valid maintenance, version upgrades result in a reinstatement fee, making them more expensive than they'd be as part of the maintenance agreement.

Can you afford to be paying unnecessary fees?

Is getting left behind an option?

If you intend to stick with an older version of Kentico and forgo the reinstatement fees of upgrades, remember that it will not be our strongest product in terms of functionality, sophistication or performance.

Investment in third-party technology that brings such advantages may result in significantly higher costs than those needed to pay for Kentico maintenance which comes with free Kentico upgrades.

And remember that running an older version of Kentico may become difficult when you upgrade Windows, .NET, or hosting.

So with maintenance, not only do you move forward in terms of performance, but you get to leverage all the sophisticated features each new version brings – moving you forward in the delivery of an excellent visitor and user experience.

Our thoughts on maintenance?

We think it's a great idea. In fact, that's what it was designed to be.

So if you'd like to discuss the Kentico Maintenance Agreement, please contact us at sales@kentico.com or feel free to consult with your solution partner.