

SEP Hybrid Backup & Disaster Recovery



SEP Maintenance

Version 2017-04-04

SEP Maintenance

A valid *SEP Maintenance* service is required for the smooth operation of SEP sesam, which includes access to the latest improvements and upgrades as well as to the SEP hotline responsive technical support.

SEP maintenance is integrated into SEP sesam server licenses. It includes 12 months upgrade service and responsive technical SEP support when required. Extensions are adopted to the runtime of an existing backup server environment and include a maximum maintenance validity of 12 months. It can be ordered for the period of 1 to 5 years. If your maintenance expires and you choose not to renew it, you may reinstate it at a later time, but then it will be renewed retroactively and without time gaps.

The most important benefits of *SEP maintenance* coverage are:

***SEP Maintenance* includes technical support**

SEP technical support provides quick response times and global 24/7 access to support personnel for urgent cases, and includes unlimited number of incidents. Tickets are classified on different severity levels and can be opened via phone, e-mail or at SEP support portal. You can find more information on support definitions and explanations of terms on <http://www.sep.de/download-support/support/>.

***SEP maintenance* maximizes the value of your licenses by constant product updates and unlimited support incidents**

SEP maintenance is an active and cost effective protection of your investment!

Only a valid *SEP maintenance* provides you with access to new SEP sesam releases and extensions within the licensed modules. SEP constantly develops new features and provides new product offerings. You gain access to both, smaller releases and improvements as well as to *major* releases, such as the update from SEP sesam 4 to SEP sesam 5.

SEP sesam product is appreciated for its constantly expanding support of operating systems, and can back up almost any data in any environment, including the files on the newest server systems versions. SEP developers follow technological development, updates and changes of the database and groupware products, and remain up-to-date with SEP sesam progressive backup and recovery features.

For more information on all supported configurations and versions for SEP sesam solution, see [SEP sesam OS and Database Support Matrix](#).

The SEP Sales team is gladly available any time to answer your questions at sales@sep.de or at +49 8024 46331-0.

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