

Prinergy 3.0

Product Support Plan

2005-08-09

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Revision History

Revision	Date	Author	Comments
0.1	March 17, 2005	Dirk De keersmaecker	First draft
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1. INTRODUCTION

Prinergy is Creo's leading PDF workflow system, with over 20,000 Prinergy servers and clients in production worldwide. Prinergy is full-featured, yet tailorable to precisely match a printer's needs for today and scalable for future growth. Prinergy brings unprecedented automation, speed, quality and control to the prepress department.

Although Director is a member of the Prinergy group, it is not handled in this document. It has it's own Product Support Plan published on TechPlanet.

1.1 Document Objective

The purpose of this document is:

- To define the support requirements, strategies, and services.
- To communicate the action plan for Creo Service, training and support departments.
- To coordinate scheduling of support activities.
- To identify resources and overall costs required to support the product successfully.

1.2 Target Audience

- CSCs product support teams – CSC-PSM
- CSCs Management Team and Remote Center management teams.
- Prinergy Core Team:

Product Management	Connect: Larry McIntyre PowerPack: Steve Miller
Project Management	Connect: Miranda Alldritt PowerPack: Judith Vosko
Project Engineering	Connect: Devon McCrea PowerPack: Terry Field
Product Support Management	Connect: Dirk De keersmaecker PowerPack: Marc Cleto
Product Support Specialist	Connect: James Bredenhof PowerPack: Stephen Zmetana
Training Development	Marian Hands
Documentation	Marita Wallace; Allyson Butt; Lea-Anne Neuman; Salan Sinclair; Tracy O'Neile
Production	Saeed Hessami; Hamid Kazmi; Brian Alexander
Regional Product Support Management	CAM: Dirk De keersmaecker, Marc Cleto CEM: Eran Malka CAP: Ken Boyle (south), Kavan Cheung (North) CJP: Kenichi Inaba

1.3 What is new in Prinergy 3.0

The main new features included in the base upgrade are:

- Improved User Interface
- Preps can now use Prinergy floating license manager
- Preps can be controlled from workshop
- Processing Control
- Variable marks on imposed output to proof or plate

The main new optional features are:

- Rules-based Automation
- Layered PDF Versioning
- Automated Imposition
- Digital Blueline Proofing
- Enhanced Digital Print
- PDF Merge
- PDF Compare

2. BETA TESTING

2.1 Beta Support Plan

The Prinergy beta for Major Updates can be split in 3 stages.

Every Beta site has a dedicated Beta Site Owner from the Prinergy Product Development Team.

Stage 1:

- The customer calls PD Beta Site Owner directly, unless the problem is not related to the Prinergy 3.0 software (hardware issues, other products, etc…).
- PD Beta Site Owner will handle the call (and escalate within the PD team) if the problem is related to the Prinergy Beta.
- If the problem is not related to the Prinergy Beta, the PD Beta Site Owner can transfer the call to the RC. This should be a warm handoff.
- If the customer called the RC directly, but the problem is related to the Prinergy beta, the RC will transfer the call to the PD beta site owner. This should be a warm handoff.
- Support by the PD Beta Site Owner is limited to normal office hours or on a "best effort" after hours. If the customer calls the RC after normal hours, the call will be forwarded to the PD beta site owner the following morning. If the customer is hard down, the RC will "on best effort" try to help the customer, or escalate to any SME within the Prinergy PD Team (who are also on "best effort").
- FPSs are invited during the Beta installs for knowledge transfers, but are not site owners.

Stage 2:

- The customer calls the RC directly for all problems.
- The FCT forwards all calls to the RC2.
- If RC2 has problems handling the call or needs to escalate, call is forwarded to PD Beta Site Owner who will escalate if needed within the PD team. This should be a warm handoff. Escalations after normal office hours are on a "best effort" only.
- Stage 2 can be started after all stakeholders agree that all the requirements are met.
    1. The RC2s are trained.
    2. A Prinergy system with the required software is running within the RC.
    3. The Beta software is considered stable with some mileage at multiple beta sites.
- FPSs are invited during the Beta installs for knowledge transfers, but are not site owners.

Stage 3:

- The customer calls the RC directly for all problems.
- The FCT forwards all calls to the RSS queue.
- RC escalations follow the normal path of escalating to RC2, and than to the appropriate SME.
- Stage 3 is a short transfer period from Stage 2 to EP, and is in fact a practice run for release.
- Stage 3 can be started after all stakeholders agree that all the requirements are met.
    1. The RC2s have been able to transfer their knowledge to the RSSs (with help and tools from PD and training).
    2. The Beta software is considered stable and all beta sites are running within satisfaction.

2.2 Site selection criteria

We had the following requirements for the Beta Sites:

- Representation of different types of printers: commercial, book, yellow pages, packaging.
- Low and high volume printers.
- Coverage of all the new features over the beta sites.

Main focus for development was feedback on the connection reliability.

2.3 List of Beta Sites

Confirmed and tentative Beta Sites are listed in the following table. Updated Dec 8, 2004.

Customer	Address	Contact Info	Start Date
Transcontinental Vancouver	725 Hampstead Close Annacis Island Tel: 604-540-2333 Fax: 604-527-9244	Customer Contact: Gary Dhaliwal PD: Junko H., Devon M., James B. Automation and Preps	Nov 29
Metropolitan		Customer Contact: Dave PD: Miranda A., Scott C., Olaf B. Veris	Jan 5
Motheral	4251 Empire Rd. Fort Worth, TX 76155 Tel: 817-302-0207	Customer Contact: Kirk Lawrence PD: Sherry W., Shelley H.	Dec 6
RRD Pontiac, test server		Customer Contact: Chad PD: James R. Automation	Wk of Dec 6

Druco, test server	Europe		Jan 5
Quebecor World Midland		PD: James R., Syrus K.	Jan 3
Fort Dearborn	Elk Grove	PD: Terry F., Alex M.	Jan 10
Banta KC	Liberty, MO tel: (816) 792-6374	Customer Contact: Dan Kinney PD: Alastair, Julie	Feb
Lake County Press		PD: Devon M., Scott E.	Jan 10
Quebecor World Waukee	Waukee, IA	PD: Miranda A., Gurjeet S.	Feb
Mercury Printing	Rochester, NY		TBA
John Henry		PD: Judith V., Daniel C.	TBA
Acuity			TBA
Packaging 1			Dec 6 (tentative)
Packaging 2			Jan 3 (tentative)

2.4 Criteria for Completing Beta

A beta site will complete beta when:

- The customer agrees that they are using Prinergy 3.0 in daily production for a minimum of 60 days.
- All newly discovered severity A or B problems are fixed or deferred with the customer's agreement.

The Prinergy Beta cycle can end when Prinergy 3.0 is running successfully in production at 3 sites for at least 60 days, and is running successfully in production at all sites at time of Early production.

End of the Prinergy beta cycle is planned for the end of April.

2.5 Internal Training Plan for Beta

Service

The Prinergy PD team has trained the regional support specialists in Vancouver in 2 one week sessions from Feb. 7 – 19, 2005.

Demonstration

Regional demonstrators are trained on the new features by the regional support specialists.

Technical Sales Consultant

All TCs have received a Prinergy 3.0 update during one of the TSS meetings.

Response Center

The RC participated in the specialist training.

All Creo application specialists are also able to log on to the Prinergy training server to train themselves on Link 2.1. Information on the logon procedure can be found on Tech Planet.

Sales

Prinergy 3.0 can be installed on the TC Laptops and on all the current demonstration servers.

The Prinergy 3.0 upgrade is user installable, so no additional training is being delivered to the TCs for installation.

Any developed customer training will be available to the TCs.

All Creo TCs are also able to log on to the Prinergy training server to train themselves on Link 2.1. Information on the logon procedure can be found on Tech Planet.

3. DOCUMENTATION AND TRANSLATIONS

Following documentation and translation is planned or updated if required for Prinergy 3.0.

	English	German	French	Spanish	Japanese	Chinese	Italian	Dutch
External								
UI	EP	FP	FP	FP	FP	FP	-	-
Online Help – all versions	EP	FP	FP	FP	FP	FP	-	-
Quick Start Guide Connect	EP	FP	FP	FP	FP	FP	-	-
Quick Start Guide Direct	EP	FP	FP	FP	FP	FP	-	-
Quick Start Guide PowerPack	EP	FP	FP	FP	FP	FP	-	-
Quick Start Guide Publish	-	-	-	-	-	-	-	-
Administration Guide	-	-	-	-	-	-	-	-
Administration Online Help	-	-	-	-	-	-	-	-
Customer Upgrade Guide	EP	FP	FP	FP	FP	FP	-	-
Release Notes – all versions	EP	FP	FP	FP	FP	FP	-	-
Release Notes - Publish	-	-	-	-	-	-	-	-
Virtual Proofing System UI	EP	FP	FP	FP	FP	FP	-	-
Virtual Proofing System OH	EP	FP	FP	FP	FP	FP	-	-
Connect ITP	EP	EP	EP	EP	EP	EP	EP	EP
Direct ITP	EP	EP	EP	EP	EP	EP	EP	EP
Powerpack ITP	EP	EP	EP	EP	EP	EP	EP	EP
Connect User Activity Guide	EP	FP	FP	FP	FP	FP	FP	-
Powerpack User Activity Guide	EP	FP	FP	FP	FP	FP	FP	-
New Features Activity Guide	EP	FP	FP	FP	FP	FP	FP	-
EPM+ User Guide	EP	-	-	-	-	-	-	-
EPM+ Quick Start Card	EP	-	-	-	-	-	-	-
PDF Compare and Merge UI	EP	FP	FP	FP	FP	FP	-	-
PDF Compare and Merge OH	EP	FP	FP	FP	FP	FP	-	-
Versioning Guide	EP	FP	FP	FP	FP	FP	-	-
Flexo User Guide	EP	FP	FP	FP	-	-	-	-
Web Growth Guide	EP	FP	FP	FP	FP	FP	-	-
Trap Editor OH Update	EP	FP	FP	FP	FP	FP	-	-

Trap Editor Quick Start Guide	-	-	-	-	-	-	-	
Dotshop OH Update	EP	FP	FP	FP	FP	FP	-	-
Tech Bulletins	Yes	-	-	-	-	-	-	-
White Papers	Yes	-	-	-	-	-	-	-
Internal								
Instructor Guide	EP	-	-	-	-	-	-	-
Factory Installation Doc	Yes	-	-	-	-	-	-	-
Onsite Integration Doc	Yes	-	-	-	-	-	-	-

Total translation budget is estimated at $520,000.00.

4. PART NUMBERS, PRICING AND ROLLOUT

Please confirm with your Price Book for regional prices.

Production will work with development and documentation to create the master "Prinergy 3.0 documentation and media kit" All new systems will be shipped with this kit.

4.1 Part Numbers and Pricing

Prinergy 3.0 Upgrade Kit

NEW **634-00297A** Prinergy Upgrade Kit (from version 2.x to 3.0) **$3200**

This kit is required for upgrading from any version of Prinergy 2.x (2.0, 2.1, 2.2, or 2.3) to Prinergy 3.0.
- Requires Prinergy 2.0 or higher. It is advised to run Prinergy 2.3 for at least a few weeks before upgrading to 3.0.
- Includes user documentation.
- Optional 3.0 licensed features are at additional charge.

Key features included in Prinergy 3.0 upgrade:
- Improved User Interface.
- Processing control.
- Variable marks on imposed output to proof or plate.
- Also enables Floating License Manager for Preps 5.1 and allows launch of Preps 5.1 from workshop (Preps sold separately).

Note: this upgrade is free for customers with a full service contract and customers who are still under warranty (not extended warranty).

Note: minor updates (3.0.x.y) are free for all customers.

Chargeable Upgrades

NEW **632-00289A** Prinergy Rules-Based Automation **$12000**

Rules-based automation allows Prinergy actions to be automatically triggered by events. Includes a graphical Rules Builder and automation engine. Support limited to rules that can be built by the UI (i.e. not including manual scripting).

NEW **632-00290A** Prinergy Automated Imposition **$5000**

In Prinergy 3.x, enables automatic job and imposition creation from JDF files or .job files from UpFront.

NEW **632-00441A** Prinergy Digital Blueline Proofing (Signature Booklet) **$5000**

Cuts and collates the pages from an imposed flat and sends the pages to a printer in reader order. Applies to all Output configurations.

4.2 Rollout

Prinergy 3.0 requirements

- Due to the large changes in processing in Prinergy 2.3, we advise every customer to run Prinergy 2.3 at least a few weeks before upgrading to Prinergy 3.0.
- Installation key.
- Minimum Acrobat 5.05 (only supported for Mac OS9), or Acrobat 6.0 (for Mac OS X). Acrobat upgrades are not included and have to be purchased from Adobe.
- Windows 2000 Service Pack 4.
- Creo Blue Dongle (if the customer is still running a Grey dongle, please order Part Number 634-00189A.

Note: the Prinergy 3.0 upgrade does not require a new license key, unless new chargeable features are purchased.

Logistics

Prinergy 3.0 upgrade (including required components, documents and tools to perform the upgrade) is available for download on eCentral, on the "Guided Prinergy 3.0 Page".

Customers who do not want to download such large files, can request a DVD via eCentral (form on the 3.0 download page) or the First Call Team.

Customers without eCentral access have to order the upgrade via a Sales Order. In that case, a DVD and documentation will be mailed to them.

The installation key can be obtained from eCentral (form on the 3.0 download page) or the First Call Team. The First Call Team will confirm the Sales Order or Service Contract status.

This upgrade is customer installable so installation is not included. However, if requested, onsite installation can be performed by Creo at a T&M rate.

4.3 Early Production

Following quotas are defined for Early Production:

	CAM Powerpack	CAM Connect	CEMEA	CAP	Total
May	4	10	5	3	22
June	6	15	10	6	37
July	8	20	15	6	49
August	8	20	15	6	49
September	8	20	15	6	49

The regional Product Support Manager will assign the available slots to the customers.

New systems are not included in this quota. All new systems are shipped as Prinergy 3.0 (other versions can be requested).

5. CUSTOMER TRAINING PLAN

5.1 Training Design

This training plan concerns both Prinergy Connect and Prinergy PowerPack.

With the new upgrade to version 3.x, there are many new and significant features added to this product. Both new Prinergy users and experienced Prinergy users will need to be trained on these new features.

Due to the complexity of these features, it is unreasonable to expect Creo customers to take on the skills required to operate the features through reading technical documentation alone. Therefore, it is agreed by all key individuals within the Prinergy product team that formal training tools be designed to assist both customers with their learning of these new Prinergy 3.x features.

Audience / Learner Groups

Operating and administration skills are required for a broad selection of Creo customers, including:

- New operators (primary audience)
- Experienced operators (primary audience)
- New prepress managers (secondary audience)
- Experience prepress managers(secondary audience)
- New system administrators (secondary audience)
- Experienced system administrators (secondary audience)

Design Approach

Because the learner groups are so vast in their learning needs and product experience, it poses a challenge to ensure that training tools are available for all needs in a reasonable amount of time and at a reasonable cost. With these factors in mind, the Prinergy 3.x training will be designed in a way that it provides flexible tools that can be used in a classroom, onsite, Webex, or even through self paced learning.

The training will also be divided into two areas of primary focus: new Prinergy users and experienced Prinergy users. Training tools are created to focus on the unique needs of each of these two groups. These tools are flexible so that they can be used in a variety of training environments; from classroom to onsite or even virtual classrooms, with some flexibility towards limited self-paced learning for experienced Prinergy users.

New Users

The training will contain two multi-use Activity Guides: one for Prinergy Connect, one for Prinergy PowerPack. Having separate guides for each workflow provides a focus on unique workflow needs while providing a full package for learning, whether instructor/coach led or self-paced.

Each of these guides has activities that cover the full gamut of learning that exists in current curriculums for Prinergy operating courses. Included in the guides activities are also introductions to products that integrate with Prinergy, such as Harmony and Preps for example. These guides do not include detailed major Prinergy 3.x new features. A third guide is created for these features (*see Experienced Users*).

A flexible Instructor/Coach Guide is designed in such a way that Instructors and Coaches can select the lessons and activities they deem appropriate for their current training situation and their students' individual needs. A Coach can be a Creo apps person, but also an experienced Prinergy operator at a customer site.

Existing training materials are leveraged to provide some of the content. Content for new Prinergy features will is derived from SMEs and technical documentation.

Experienced Users

A third Activity guide will be created for experienced Prinergy users. The activities will cover the basics of the major new features in Prinergy 3.0. and will be for self-paced study (no classroom).

The major features from Prinergy 3.0 that have been identified are:

- Preps integration: complex skills in working with Preps will be covered by Preps training
- Versioning
- Rules-based Automation

Other features or topics will be added during the lifetime of the Prinergy 3.0 product, depending on availability of resources.

For advanced/specialised knowledge on these new features (or any other complex existing feature), the user can rely on extensive Online Help.

Training Deliverables

#	Training Deliverable	Learner	Description
1	Two New User Activity Guides	All learners who are new Prinergy operators or administrators	These guides will house activities for both Prinergy Connect and Prinergy PowerPack and will be used in a flexible manner for both instructor lead learning and self-paced learning.
2	One 3.x New Features Activity Guide	All learners wanting to learn 3.x features to an intermediate level	This guide will focus on teaching intermediate skills with identified Prinergy 3.x new features only.
3	Instructor/Coach Guide	Learners who require instructor/coach led training (strong emphasis on new Prinergy users)	This guide provides a written path for instructors and coaches to use when they teach new Prinergy users each objective for major Prinergy features.

Training Deliverable Descriptions

New User Activity Guides

Purpose: Provides a complete practical package for all learners to use when practicing each major Prinergy feature that is taught through an instructor/coach in a facilitated environment.

This guides will be divided into Prinergy Connect and Prinergy PowerPack. Each guide focuses on activities for its specific workflow needs.

New Features Activity Guide

Purpose: Provides intermediate level training for Prinergy 3.x new features, such as automation, versioning and others. This guide and accompanying simulations will be designed for self-paced learning and will provide demonstration and practice to an intermediate skill level for the selected features.

Instructor/Coach Guide

Purpose: Provides written guidelines for an instructor or a coach to teach learners the Prinergy 3.x product. This guide includes a curriculum agenda table, classroom and on-site preparation recommendations, learning objectives, and activity recommendations for each objective and learner type.

NOTE: Possible PowerPoint slides to assist this guide.

5.2 Customer training policies, pricing, locations

Previously, as for Prinergy 2.3, further changes in training entitlements, SUA, SOW, etc. will be investigated and adapted during Prinergy 3.0 EP.

5.3 Equipment requirements (short and long term)

Onsite training: customer Prinergy system must be installed and fully functional.

Webex training: customer Prinergy system must be installed and fully functional.

Classroom training: Prepared room with Prinergy server and multiple clients.

5.4 Personnel requirements (total and incremental)

Designing the training

Training Deliverable	Development (ID)	Technical Review (SME)	Multimedia Graphics DTP	Editing (Editors)	Translation	Final edit and review (ID/SME)
New User Activity Guides	500 hours	50 hours	80 hours	50 hour	45,000 words	90 hours
3.x New Features Activity Guide	420 hours	50 hours	60	30 hours	22,500 words	50 hours
Instructor/Coach Guide	80 hours	10 hours		10 hour	N/A	5 hour

Macromedia Captivate simulations	100** hours	25 hours		10 hours	5,000 words	15 hours
	1100 hours	**135 hours**	**140 hours**	**100 hours**	**72,500 words**	**160 hours**

Note: All times are subject to resource availability

Executing the training

Idem as Prinergy 2.3 (further details will be available at some time in the future).

5.5 Budget requirements

For designing the customer training, see PCM.

Translation cost for training is estimated at:

Prinergy Instructor Guide	Japanese	$ 6,750
Prinergy User Guide (including new features)	German, French, Spanish, Italian, Chinese, Japanese	$105,300

6. APPLICATIONS AND RC TRAINING PLAN

6.1 Training Methods for existing Apps and RC

Recorded Webex sessions.

The Prinergy PD-PSM (James Bredenhof) has recorded several webex sessions that explains the new features and functionality of Prinergy 3.0. These recordings can be found on Tech Planet, under Reference in the Prinergy 3.0 pages.

Sessions of the following topics were recorded:

- New User Interface
- Preps Integration
- Ruled Based Automation
- Processing Controls
- Signature Booklet

Live Follow-Up Webex sessions.

The Prinergy PD-PSM provided multiple live follow-up Webex session in CAM for questions and answers. It was a prerequisite to follow the recorded sessions first.

Other regions might have organized similar initiatives.

Prinergy Online Server

All Creo application specialists are able to log on to the Prinergy training server to train themselves on Prinergy 3.0 and it's new features. Information on the logon procedure can be found on Tech Planet.

Training files are located on the server.

Prinergy 3.0 New Customer Training

This material can also be used for self training (on the online server), or training new applications specialists.

Prinergy 3.0 Self-Paced New Features training for existing customers.

This material can also be used for self training (on the online server).

Prinergy 3.0 Ruled Based Automation training for Custom Scripting

A training program has been developed for Visual Basic and RBA custom scripting. This training is only targeted to members of the professional services team that would perform this function and possibly some key persons in the response centers.

6.2 Training Methods for new Apps and RC

Due to the fact that the system level changes between Prinergy 2.3 and 3.0 are minor, we plan to only update the Prinergy Integration training. This update will happen during EP.

Further details on the updates of the integration training will follow at a later stage.

The Product Support Specialists in the response centers are also responsible for ongoing mentoring of new and existing Prinergy specialists.

Specialized courses (database, archiving, etc.) will be organized by the appropriate development SME (Subject Matter Expert) according to the needs.

7. SERVICE SUPPORT PLAN

7.1 Response Center

Estimated Mean Time Between Calls per site – time required.

	2004	2005	2006	2007	2008
Prinergy	23.00	26.00	30.00	33.00	36.00

Numbers for Prinergy are coming from latest Call report in Europe. We believe Prinergy (needs) to improve by 10% every year.

Estimated Time Required per call.

	2004	2005	2006	2007	2008
Prinergy	1.30	1.30	1.30	1.30	1.30

7.2 Field Service

Mean time between visit (MTBV)

	2004	2005	2006	2007	2008
Prinergy	125.00	150.00	175.00	200.00	225.00

Numbers for Prinergy are coming from latest Call report in Europe. We believe Prinergy (needs) to improve by 10% every year.

Estimated time required per visit (in days)

	2004	2005	2006	2007	2008
Prinergy	1.20	1.20	1.20	1.20	1.20
Director	1.20	1.20	1.20	1.20	1.20

Time includes travel.

7.3 Installation plan

Further details on an updated Installation Plan will follow later.

7.4 Service policy

Spares list

Prinergy is a software product installed on server hardware. Please check the Hardware service plan for more details on server support.

Only spares that are directly related to the software are:

- Replacement distribution media
- Replacement dongle

Repair policy

Since Director is sold with Creo Hardware only, Creo will be responsible for repair of the Hardware. This might be realized my Creo or 3rd party vendors (Dell, etc.). Please check Hardware service plan for more details on server support.

Application specialists skills profile

Application specialists will be involved during installation and support of the product. The following profile is required to install and support Director:

- Windows 2000 administration skills.
- Macintosh administration skills.
- Prinergy troubleshooting skills.
- Prinergy Licensing and Registration skills.
- Prinergy system back-up and recovery skills.
- Prinergy configuration skills.
- Prepress workflow expertise.

It might be difficult for one person to master all these requirements. According to the situation, the person (or team) with the right skill set has to be assigned.

Warranty policy

Warranty for Prinergy will be 3, 6, 9 months, according to the standards of the regions.

As with all Creo products, Synapse Director will use the ASC plan to create commercially competitive warranty packages.

Maintenance programs available

Options related to Director	Warranty	Full	ASC	Essential	Basic	Remote
Software Upgrades	Included	Included				
On-Site Support Labor	Included	Included	Included	Flat Rate	Included	
WinWin Plus	na	Included	Included	Included	Included	Included
Target On-site Response Time	Next Buss Day	Next Buss Day	As Availiable	Next Buss Day	2 Buss Day	2 Buss Day
Phone support and Remote Diagnostics	13x5	13x5	9x5	13x5	13x5	13x5
Online Support	Online Support	Online Support	Online Support	Online Support	Online Support	Online Support
Software Updates and Patches	Included	Included	Included	Included	Included	Included
Additional Training	15 % discount	15 % discount	List Prices	15 % discount	10 % discount	10 % discount
24x7 or 16x7 Phone Support Option	List Prices	List Prices	List Prices	List Prices	List Prices	List Prices

Director follows the standard Creo Service Plans.

Pricing, terms, options

Prinergy follows the pricing guidelines in use of PWS products in Creo.

	Remote	ASC	Full	No Contract
Percent of list	7%	10%	13%	N/A
Estimated Adoption	25%	15%	50%	10%

The goal is to get as many customers as possible on full service plan.

Future Plans

It is planned for the near future to change the Service Plans and their entitlements. More information will be provided when the plans are available.

7.5 Options and upgrades

See pricebook.

7.6 PCM (see PCM)

8. INFORMATION SYSTEMS

8.1 Technical library

All published documents on the technical library (TechPlanet) for internal support use will be in English only.

8.2 eCentral update

eCentral is responsible for the delivery of support and updates to those customers that prefer to support themselves, or as an additional service for customer under service plans.

Workarounds

eCentral will publish workarounds for known issues.

Technical bulletins, reference documents and white papers.

As currently for Prinergy, customers can download technical bulletins, reference documents and white papers to help them understand Director and set up specific workflows. These documents will not be translated, but might the content might migrate in future (translated) versions of the Online Help.

Minor and major updates

eCentral will make minor and major updates available to download for customers with the appropriate service plan.

8.3 Newsletter

New customer documents and updates will be announced in the monthly Creo Newsletter.

8.4 Prinergy Forums

New updates will be announced in the Prinergy forums.

8.5 Additional Tools

RSS/ServiceWire

This is a development that will allow the RC to connect to a customer using IP protocol rather than dial-up modem.

Diagnostic and trouble shooting tools

There is a strong request from the service organization to improve and develop better diagnostic and trouble shooting tools.

The requirements and implementation still have to be discussed.