EC2007 ECDIS Kernel
- Support Level -

SevenCs provides three levels of customer service and support:

Support Level	Support Feature		
	Limited	Standard	Premium
FAQ	X	X	X
Free licenses for training products hosted at Safebridge	X	X	X
Annual major release update	X	X	X
Required updates and bug-fixes	X	X	X
Update-service for runtime licenses	X	X	X
Hotline, email and remote desktop support		X	X
Type approval support		X	X
1-Day-Web-based Introduction		X	X
Demo Licenses		X	X
ESCROW Service		X	X
Software test and analysis			X
Bug-fixing of previous Kernel versions			X

FAQ

Access to SevenCs on-line customer service portal in order to view on-line self-help FAQs and supporting documentation, to generate and track bug-reports, and Operational Support tickets on-line.

Free licenses for training products hosted at Safebridge

For a producer of ECS and ECDIS software the user-training becomes more and more vital. In order to support our Kernel customers in the best possible way, SevenCs has arranged that all training licenses used for web based training (e.g. via Safebridge.net) will be free of charge.

Annual major release update

Automatic delivery of all available major version updates for the EC2007 ECDIS Kernel. Release dates will be once a year and will only be valid for existing development licenses. Interim updates and bug-fixes are not within the scope of supply.

Required updates and bug-fixes

Automatic delivery of all available minor version updates (so called "dot releases") for the EC2007 ECDIS Kernel that are issued between major release updates.

Update-service for runtime licenses

Keeping systems in the field up-to-date is a very important issue for all OEMs. Changes in official standards are only one of many critical reasons to update running end-user systems. The update-service allows the manufacturer to provide their customers with all required EC2007 ECDIS Kernel updates.

Hotline, email and remote desktop support

Answers to all reasonable questions relating to the use of the EC2007 ECDIS Kernel by email or telephone that do not require dedicated training. For queries that can´t be answered by email or telephone, SevenCs offers Remote Desktop Sharing via WebEx.

Type approval support

SevenCs will accompany the OEM during the process of ECDIS type approval and discuss chart display aspects with authorised organisations such as BSH, Qinetiq, and DNV. Immediate implementation of changes required by the type approval authority and immediate supply of minor Kernel versions will be granted.

1-Day-Web-based Introduction

If requested, SevenCs offers a web-based introduction session, covering the following topics: ECDIS related standards, Chart Provision, Kernel Installation, configuration and registration.

Demo Licenses

The customer may register up to 15 demonstration licenses for use by official dealers and resellers in promoting the products which incorporate the ECDIS Kernel Software. Such licenses will have a maximum validity of one year and may be renewed annually based on a valid support agreement.

ESCROW Service

SevenCs will deposit with the Escrow Agent (named by SevenCs) one complete copy of the then current version of the Computer Software Source Code of the EC2007 ECDIS Kernel Software. These materials contain the technical data and all related material necessary to allow a reasonably skilled engineer to maintain and enhance all aspects of the EC2007 ECDIS Kernel Software.

The deposited Source Code will be released to the support customer in the case SevenCs becomes bankrupt or insolvent (which includes being placed in receivership or liquidation), or ceases operations without providing a successor to carry on its operations.

Software test and analysis

Analysis of OEM's software source code.

Bug-fixing of previous Kernel versions

To ensure the quality of your products based on the EC2007 ECDIS Kernel, all delivered software versions are tracked individually by SevenCs version control system. You have the choice to use an approved version of the Kernel for development and production during a longer period of time, skipping Kernel versions with improvements not necessary for your products. SevenCs software version management allows bug-fixes to be integrated into older Kernel versions and keeps track of all changes. Usually bug fixes are only implemented into the latest release. Alternatively, the OEM can decide to proceed with the latest Kernel version.