



Continuity Software Agreement

Continuous updating for your business



What is it?

The Continuity Software Agreement (CSA) is the service that guarantees that your solution will always be the most recent version. While the agreement is in force, you will have access to all the software updates, whether they are due to changes in tax law and other legislation by the government or new functionalities offered by PRIMAVERA.

Making your Investment Profitable

Did you know that every software update corresponds (at least) to 35% of the cost of the solution?

With the CSA, as well as being able to forecast and control the costs related to the software, your company will have access to all of the updates, whether they are due to changes in legislation or tax law, or to new functionalities, ensuring that you will benefit from a fast return on your investment.

Customised Technical Support

In the day-to-day running of companies, critical situations sometimes arise that require immediate technical support. The CSA responds to this need by offering support from the PRIMAVERA Support centre for two technical incidents per year. With the CSA you can therefore rest assured that in a situation when your partner is not available, you can turn to a team of highly specialised technicians, whom you can contact in a number of ways (telephone, e-mail or the PRIMAVERA users' portal).

Keep costs down

By ensuring that your organisation always has the latest version of the software, you can cut the costs of technical assistance, since the need for this is often caused by outdated software. Consequently, by having access to all of the updates offered (tax law, legislation, new versions) you will see the number of system-related problems fall dramatically.

The Deployment Centre, an automated updating service for PRIMAVERA solutions, used daily by over 11,000 companies, also offers a significant reduction in the service costs of the new versions and streamlines the updating of the solutions already installed, freeing up the technicians normally assigned to these operations.

Increased productivity

The CSA gives you access to special conditions when you buy training courses from the PRIMAVERA Academy, which you can find out about in detail at www.primaveraacademy.com. This helps ensure that the solutions are used correctly, boosting the efficiency of your resources. When you subscribe to this service you also get privileged access to events organised by PRIMAVERA.

Main Benefits

- Access to legislation and tax law updates, ensuring that you will always be complying with legislative requirements.
- Access to the new functionalities made available by PRIMAVERA
- Discounts on training courses taught by the PRIMAVERA Academy
- Privileged access to events organised by PRIMAVERA
- Access to the Deployment Centre, an automated updating service for PRIMAVERA solutions
- Guaranteed technical assistance from the Support Centre to resolve two incidents a year