



2018 Product Codes

Version 3.3

English Edition

Effective from 1st March 2018

INDUSTRIAL AUTOMATION SOFTWARE
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License types:

- **Development:** Editor License to develop any type of application.
- **SCADA PRO and BA:** Client/Server License for SCADA/HMI solutions.
- **HMI OEM:** Client/Server License for HMI systems reserved for machine builders.
- **Server:** License for I/O Data Server applications and connectivity, without HMI.
- **Client:** License for HMI visualization applications, connectable to any Movicon Server or any other OPC UA Server. A local licence with the appropriate number of Tags is required.
- **Web Client:** remote access to Movicon Server using any browser or APP. Remote users do not need a local license but the appropriate option on the Server License needs to be enabled according to the number of users concurrently connecting. The server also enables the client Tag size. The Web Server application can also be deployed on different PCs in respect to the I/O Data Server, and connect to different OPC UA Servers.

License sized by Tag (variable count):



TAG means any variable “connected to the field” in bit, byte, word, float and double/long 64bit, even when defined as an array or structure member. Single bits of the byte, word and other variable types can be pointed to.

1. Note: each member in Structure and Array variable types count as one Tag.
2. Note: Internal Tags are not counted (those not connected to the field).

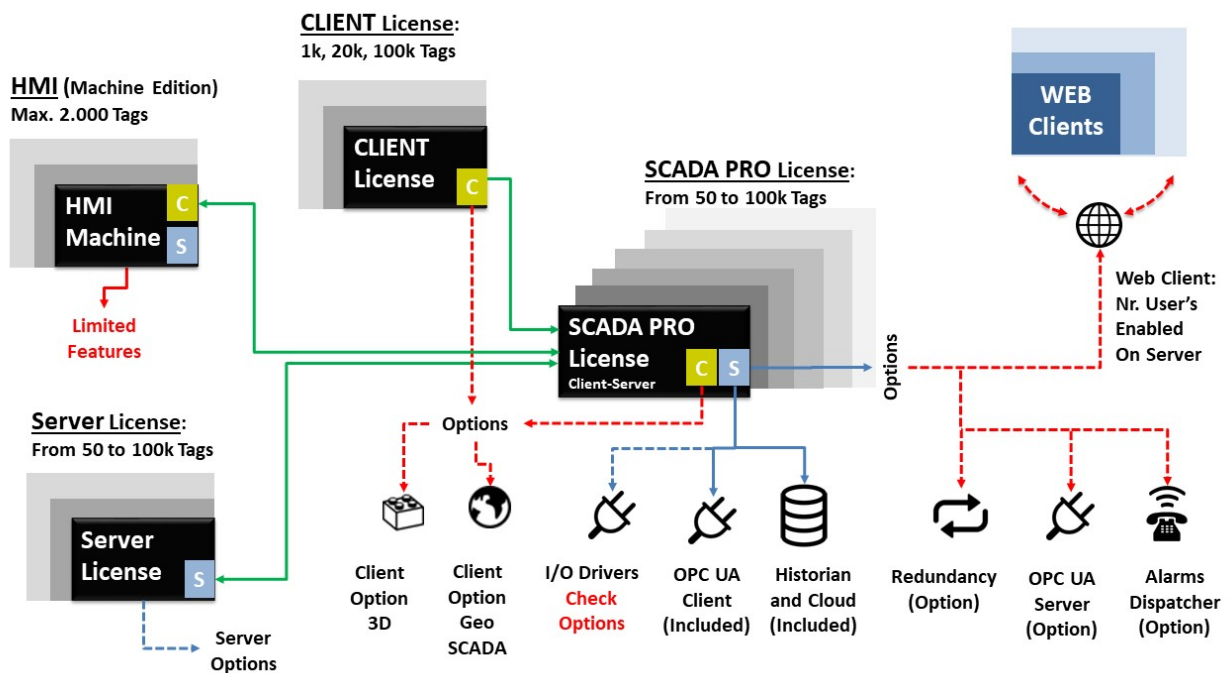
Tag count:

Tags are counted according to the instance type, being either server or client, as follows:

- **Server:** number of “Tags” declared into the project, exchanged with the field;
- **Remote Clients and Web:** number of Tags used in active screens and connected to servers (independently of whether a Movicon or third party OPC UA Server).

Options available:

Each license comes with optional features according to license type as indicated below:



A configuration example

Features:	PRO License	BA License	HMI OEM License	SERVER License	CLIENT License
I/O TAGS	Up to 100.000	Up to 100.000	Max 2.000	Up to 100.000	Up to 100.000
Server	✓	✓	✓	✓	-
Client	✓	✓	✓	-	✓
HMI Screens WPF/XAML	✓	✓	✓	-	✓
XAML Symbols Libraries and Toolbox	✓	✓	✓	-	✓
Power Templates	✓	✓	✓	-	✓
Alarms Management	✓	✓	Limited	✓	✓
Alarms Viewers	✓	✓	✓	-	✓
Historical Log/Event Manager	✓	✓	✓	✓	-
Historical Log/Event Viewers	✓	✓	✓	-	✓
Shortcut commands	✓	✓	✓	-	✓
Menu Commands	✓	✓	✓	-	✓
Networking	✓	✓	Limited	✓	✓
TouchScreen – Multi-touch	✓	✓	✓	-	✓
String texts - Multi-language	✓	✓	✓	-	✓
Scripts VB.NET Multithreading	✓	✓	✓	✓	✓
.NET Assembly support	✓	✓	✓	✓	✓
IP Camera	✓	✓	✓	-	✓
Kinect Gestures + Speech Recognition	✓	✓	✓	-	✓
Scheduler Server	✓	✓	✓	✓	-
Recipes Module	✓	✓	✓	-	✓
Child Projects	✓	✓	✓	✓	✓
User & Password Management	✓	✓	✓	✓	✓
Historian & Data Logging	✓	✓	-	✓	-
Reports Manager + Data Analysis	✓	✓	-	-	✓
Redundancy	Optional	Optional	-	Optional	✓
3D Graphic animations	Optional	Optional	Optional	-	Optional
Geo Scada (Dynamic Maps Manager)	Optional	Optional	Optional	-	Optional
I/O Drivers run simultaneously	2	2	1	2	-
I/O Drivers Extended (Max 32)	Optional	Optional	-	Optional	-
I/O Drivers "Basic" (OPC UA Client, Modbus)	✓	✓	✓	✓	✓
I/O Drivers "Automation Pack"	✓	Optional	✓	✓	-
I/O Drivers "Telemetry Pack"	Optional	Optional	Optional	Optional	-
I/O Drivers "Facilities Pack"	Optional	✓	Optional	Optional	-
I/O Drivers "IIoT Pack"	Optional	Optional	Optional	Optional	-
OPC UA Server	Optional	Optional	-	Optional	-
Alarms Statisticals (Downtime Analyzer)	Optional	Optional	-	-	Optional
Alarms Dispatcher (SMS/ Voice/ E-mails)	Optional	Optional	-	Optional	-
Web Client HTML5/APPs (1 to 100)	Users 1 to 100	Users 1 to 100	-	Users 1 to 100	-

Each Runtime License SCADA includes:

Server Side:

1. I/O drivers "Basic Pack"
2. I/O drivers "Automation Pack" for Movicon.NExT, or "Facilities Pack" for Movicon.BA. Other Driver Packs are optional
3. Alarm Manager for complete Alarm Management
4. Historian to record Alarms/Events on SQL Database or Cloud
5. Data archiving Manager Module (Recipes)
6. Unit Converter (Engineering Units)
7. CFR21 Support
8. Event Scheduler
9. Windows Services Support
10. Script Manager VB.NET and FBD Logic
11. Users and Password Management
12. **Max. 2 Drivers at a time. The "Driver Extended" option will enable up to 32 drivers**
13. **Historian-Data Loggers in SQL Database or Cloud**

Client Side:

1. WPF/XAML screens (new generation vectors) with toolbox and graphics libraries. Supports BMP,GIF, JPG, PNG, multimedia. Dynamic interactive Animations, commands and actions.
2. Native Multitouch and object manipulation
3. Dynamic Alarm and Historical Event Viewers
4. Trend Viewers
5. Recipe Viewers
6. DB Data Viewers, Audit Trail, etc.
7. IP Camera Viewer
8. VB.NET Script and Logic Manager (local Clients)
9. Command Menu Manager
10. Keyboard Command Manager
11. Multilanguage Manager with integrated translation support
12. Measurement unit converter

Server Runtime Options:

1. Multiserver Redundancy
2. Multi Driver Extension
3. Additional I/O Driver Packs "Telemetry/Facilities/IIoT Pack"
4. OPC UA Server
5. Alarm Dispatcher (alarm notifications via SMS/E-mail-Voice VOIP)
6. HTML5 Web Server and APP for enabling web user access

Client Runtime Options:

1. GeoScada to support geographic maps (not available on Web Client)
2. 3D Graphics to support dynamic 3D models (not available on Web Client)
3. Statistical Alarm Analysis (machine standstill and downtime reports). Also available on Web Client

The Movicon framework fully support third party User Controls and .NET Assembly, .NET functional modules (plug-ins) and custom I/O Driver integration.

Editor	Code	Cat.
<p>Editor comes complete with first level development wizards to create projects that require runtime licenses. Complete with all the necessary functions, libraries and drivers.</p> <ul style="list-style-type: none"> • Does not include XAML source code for symbol libraries. • Functions with a 2-hour Runtime limit. • The price includes Technical Support via Email according to standard procedures. • The Hotline Support Service contract is optional. <p>Multi-License: for each additional license XX% of the cost is applied.</p>	DEV3	C
<p>XAML Source code for Symbol Library option Code to unlock access to XAML sources. This option is bound to the editor license fee and is not transferable to any third parties.</p>	LIB-XAML3	
<p>Platform.NExT I/O Drivers SDK Library and APIs for developing custom I/O drivers for the platform. The SDK library simplifies the procedures for creating native I/O drivers for custom device connectivity to the platform. The SDK is provided with standard driver framework to which you only need to add your custom driver protocol code.</p> <ul style="list-style-type: none"> • <i>Requires you to have Visual Studio 2012 and C# language know-how. – Includes a one-day training course at the Progea Offices</i> • <i>A non-transferable user license is needed along with a NDA to allow free distribution of developed drivers.</i> 	LIB-DRV3	C
<p>SDK Open Framework - Plug-In Gives access to information and example code for platform customization with the option to install third party Plug-in and User Controls.</p> <ul style="list-style-type: none"> • <i>Requires you to have Visual Studio 2012 and C# language know-how. – Includes a one-day training course at the Progea Offices</i> • <i>A non-transferable user license is needed along with a NDA to allow free distribution of developed drivers).</i> 	LIB-FWK3	C
<p>Educational License For educational institutes, schools and universities only. Full License, Editor+Runtime – 10,000 TAGs</p>	DEVRT3-EDU-10K	C

SCADA/HMI Server/Client Runtime License

Description	PRO (Automation)	BA Code (Building)	Cat.
Runtime Scada 50 Tags	RTCS3-F-50	RTCS3-D-50	D
Runtime Scada 100 Tags	RTCS3-F-100	RTCS3-D-100	D
Runtime Scada 200 Tags	RTCS3-F-200	RTCS3-D-200	D
Runtime Scada 500 Tags	RTCS3-F-500	RTCS3-D-500	D
Runtime Scada 1,000 Tags	RTCS3-F-1k	RTCS3-D-1k	D
Runtime Scada 2,000 Tags	RTCS3-F-2k	RTCS3-D-2k	D
Runtime Scada 5,000 Tags	RTCS3-F-5k	RTCS3-D-5k	D
Runtime Scada 10,000 Tags	RTCS3-F-10k	RTCS3-D-10k	D
Runtime Scada 20,000 Tags	RTCS3-F-20k	RTCS3-D-20k	D
Runtime Scada 40,000 Tags	RTCS3-F-40k	RTCS3-D-40k	D
Runtime Scada 60,000 Tags	RTCS3-F-60k	RTCS3-D-60k	D
Runtime Scada 100,000 Tags	RTCS3-F-100k	RTCS3-D-100k	D



Important Notes:

- Local Runtime Client/Server includes all the standard functions + Historian SQL + Reports.
- For Servers, the license size is calculated by the number of Tags connected to the field. Clients have no Tag limit.
- I/O Drivers 'Basic' pack is always included.
- The SCADA PRO version includes "Automation" driver packs, while the SCADA BA (Building Automation) version includes the "Facilities" driver pack.
- Max. no. 2 simultaneous Drivers always included.

Runtime Client

Description	Code	Nr. Tags	Cat.
Runtime Client 1,000	RTC3-1k	1.000	D
Runtime Client 20,000	RTC3-20k	20.000	D
Runtime Client 100,000	RTC3-100k	100.000	D



Important Notes:

- "Client Only" License for remote PC workstations. Project can be local or centralized.
- Number of Tags related to the data managed on Client and in use towards the server (any data type).
- The Client license provides a number of connectable Tags towards any Movicon network server and third party OPC UA Server.
- The Client always counts any type of Tag connect to any server that are in use on Client (independently from that fact that whether or not data type is connected to the field).
- Client projects can be local (distributed) or centralized on server.

HMI Machine Edition Runtime License

Runtime License for OEMs, sold in packs of min. 5 pieces for Machine Builders			Cat.
Runtime ME Client-Server 50	RTH3-50	50 Tags, 100 Alarms, 25 Screens	C
Runtime ME Client-Server 100	RTH3-100	100 Tags, 200 Alarms, 30 Screens	C
Runtime ME Client-Server 200	RTH3-200	200 Tags, 300 Alarms, 40 Screens	C
Runtime ME Client-Server 500	RTH3-500	500 Tags, 750 Alarms, 60 Screens	C
Runtime ME Client-Server 1.000	RTH3-1k	1,000 Tags, 1,500 Alarms, 80 Screens	C
Runtime ME Client-Server 2.000	RTH3-2k	2,000 Tags, 3,000 Alarms 100 Screens	C



Important Notes:

- The "Machine Edition" license is an OEM version installed in each individual local HMI station and includes the I/O Server, HMI Client, Trends, Recipe Manager, Language Manager and Scripts.
- The OEM version is designed for the OEM market, Partners, Machine Builders and for applications in the HMI sector. **These licenses are sold in packs of a min. 5 pieces.**

I/O Drivers Matrix:

Pack	Protocols	Movicon HMI	Movicon.NExT	Movicon BA
Basic Pack	OPC UA Client, Modbus RTU, Modbus TCP	✓	✓	✓
Automation Pack	PLCs protocols (S7, EthernetIP, Omron, etc.)	✓	✓	Option
Facilities Pack	BacnetIP, Konnex, etc.	-	Option	✓
Telemetry Pack	IEC870, IEC850, Lacbus, etc.	-	Option	Option
IIoT Pack	MQTT, PubNub, Progea Cloud	-	Option	Option

- See the complete I/O Driver's List on the Progea's Web Site.

Runtime Options:

Driver Packs Option

Server Option that enables specified Driver “pack” to function.

Always included: Driver Pack Basic (OPC UA Client, Modbus RTU, Modbus TCP)

Driver Pack Automation = DVA (already included in Movicon.NExT)

Driver Pack Facilities = DVF (already included in Movicon BA)

Driver Pack Telemetry = DVT

Driver Pack IIoT = DVI

Runtime Activation:	Code		Cat.
Up to 1,000 Tags	OPS3-DV...-1k		C
Up to 20,000 Tags	OPS3-DV...-20k		C
Up to 100,000 Tags	OPS3-DV...-100k		C

Multi Driver Server Option

Server Option to enable use of the MultiDriver function to extend the use of 2 Drivers up to 32 Drivers simultaneously.

Runtime Activation:	Code		Cat.
Up to 1,000 Tags	OPS3-MD-1k		C
Up to 20,000 Tags	OPS3-MD-20k		C
Up to 100,000 Tags	OPS3-MD-100k		C

Redundancy Server Option

Server option for enabling the Redundancy (Hot Backup) function. This option must be enabled on each server using it. **This License costs XX% less from the second and subsequent stations.**

Runtime Activation:	Code		Cat.
Up to 1,000 Tags	OPS3-R-1k		C
Up to 20,000 Tags	OPS3-R-20k		C
Up to 100,000 Tags	OPS3-R-100k		C

OPC UA Server, Server Option

Server option to enable the OPC UA Server feature. The server is OPC Foundation certified and supports the Data Access, Alarms & Conditions, History Access specifications.

Runtime Activation:	Code		Cat.
Up to 1,000 Tags	OPS3-OUS-1k		C
Up to 20,000 Tags	OPS3-OUS-20k		C
Up to 100,000 Tags	OPS3-OUS-100k		C

Alarm Dispatcher Server Option

Server Option to enable alarm/event notifications to on call duty staff (SMS, Email and VOIP).

Runtime Activation:	Code		Cat.
Up to 1,000 Tags	OPS3-ALD-1k		C
Up to 20,000 Tags	OPS3-ALD-20k		C
Up to 100,000 Tags	OPS3-ALD-100k		C

GeoScada Client Option

Client option to enable dynamic Geographic Map screen management.

This feature is not available on Web Client side where map is transformed to a background image.

Runtime Activation:	Code		Cat.
Up to 1,000 Tags	OPC3-GS-1k		C
Up to 20,000 Tags	OPC3-GS-20k		C
Up to 100,000 Tags	OPC3-GS-100k		C

3D Graphic Client Option

Client option to enable support to dynamic 3D graphics in screens.

This feature is not available on Web Client.

Runtime Activation:	Code		Cat.
Up to 1,000 Tags	OPC3-3D-1k		C
Up to 20,000 Tags	OPC3-3D-20k		C
Up to 100,000 Tags	OPC3-3D-100k		C

Alarm Statistics Analysis Client Option

Client Option to enable the visualization of statistical Alarm Reports.

This option must also be enabled on Server license when using it via Web Clients.

Runtime Activation:	Code		Cat.
Up to 1,000 Tags	OPC3-ALS-1k		C
Up to 20,000 Tags	OPC3-ALS-20k		C
Up to 100,000 Tags	OPC3-ALS-100k		C

Web Client Option

Option for Server to enable remote access to a number of Web Client users (concurrent sessions) using any web Browser (HTML5) or using the related APPs for Android, iOS, Windows.

Runtime Activation:	Code	Cat.
Up to 1,000 Tags	WB3-1k	C
Up to 20,000 Tags	WB3-20k	C
Up to 100,000 Tags	WB3-100k	C



Important Notes:

- The Web Client option enables the number of “concurrent users” that can access simultaneously to the Movicon Server.
- Web Clients connect to the Web Server that is usually a local Movicon I/O application. However the Web Server may also be installed on different workstations and connect to third party OPC UA as well.
- Web Clients use the licence that is available on the Web Server side. Always check that this license has a sufficient number of tags for clients and other enabled options (i.e. Reports, Alarm Statistics and other).

"Server Only" Runtime License			
Description	Code	Nr. Tags	Cat.
Runtime Server 50	RTS3-50	50	D
Runtime Server 100	RTS3-100	100	D
Runtime Server 200	RTS3-200	200	D
Runtime Server 500	RTS3-500	500	D
Runtime Server 1.000	RTS3-1k	1.000	D
Runtime Server 2.000	RTS3-2k	2.000	D
Runtime Server 5.000	RTS3-5k	5.000	D
Runtime Server 10.000	RTS3-10k	10.000	D
Runtime Server 20.000	RTS3-20k	20.000	D
Runtime Server 40.000	RTS3-40k	40.000	D
Runtime Server 60.000	RTS3-60k	60.000	D
Runtime Server 100.000	RTS3-100k	100.000	D

**Important Notes:**

- The "Server Only" license includes all the I/O connectivity functions, OPC + Historian SQL, without providing the HMI functionality locally (Front-End Client graphics).
- I/O Drivers 'Basic' pack is always included.
- The Server Only type can be SCADA PRO type which includes "Automation" driver pack, or BA (Building Automation) type which includes "Facilities" driver pack.
- Max. no. 2 simultaneous Drivers always included.
- The "Server Only" licenses are for "bind" data acquisition servers to which Clients can connect.

NET License		
Description	Code	Cat.
Single Floating License for multi-user workstation sessions	RT<type>3-NET<users?>-<tag?>	D



The “Net” licenses are “network” licenses. These licenses permit to use a centralized service of the license on one unique server for several workstations.

Example: In a network consisting of a server-client station with 1000 Tags and a NET license with 10 users, it is possible to install Movicon.NExT in all manufacturing site PCs (i.e. 50 workstations), but only up to 10 can be activated with license at a time.

- *Example of NET type License code: RTCS3-NET-10-1k*

Advantages:

1. The one Net license is the same one used by a certain number of workstations simultaneously.
2. The license is installed in one point only. The server in which the license is installed does not necessarily need to have Platform.NExT installed as well.
3. The license is available in floating mode for all the PCs connected in net. Remote PCs can access the license that is instantiated for the number of PCs it has been enabled with for simultaneous use.
4. The total price of one NET license is less than the total price for individual licenses for the same number of PCs needed.

Considerations:

1. The license is unique and therefore the same type for all enabled PCs.
2. If the server in which the license is installed becomes unavailable for use, the remote PCs will not be able to detect the license (Note that the license can be in the form of a USB or Softkey).

NET License for Windows Terminal Sever		
Description	Code	Cat.
One single floating license for multi Windows sessions	RT<type>3-NET<users?>-<tag?>	D

The license for the Windows Terminal Server uses the same policy applied to the NET license.

To calculate the cost of one Terminal Server License you need to take the total number of concurrent Terminal Server users and the number of licenses instantiated on the server.

Example: When needing to use a Terminal Server whose architecture is configured with 1 Data Server and 5 Clients (one local client and 4 remote clients), you will need to calculate how many TAGs are needed bearing in mind the maximum number needed by both the Server and Client licenses.

The customer will therefore receive the one “Net” license to install on the Server in order to enable the number of instances and license type usable on the Server Terminal.

- The Server Only licenses are available as SCADA PRO and as Movicon.BA (to be specified when ordering).

Upgrades

Description	Code	Cat.
Upgrade Migration from Movicon 11 Movicon 11 License upgrade An import tool (partial) is included within Movicon.NExT, to import projects from Movicon 11 The USB Dongle can remain the same for both Movicon 11 and Movicon.NExT.	UPG3-11	C
Upgrade Migration form Movicon X	UPG3-10	

License Size Upgrade

Description	Code	Cat.
License size upgrade: Calculate the difference in price of the two licences (including the various options enabled) apply the discount category CAT.C and add the fixed PTZ3 cost.	C_PTZ3	



Important Note:

- The PTZ cost is always applied for any additional license operation.

Editor Option for all Runtime SCADA

Option on all individual runtime licenses to enable the Development Editor at runtime.

Description	Code	Cat.
Editor activation on Runtime License	OP3-EDIT	C



Pro.Lean Module – OEE, KPI, Downtime

Description	Code	Cat.
Pro.Lean, 1 OEE	PLX3-1	C
Pro.Lean, 2 OEE	PLX3-2	C
Pro.Lean, 3 OEE	PLX3-3	C
Pro.Lean, 4 OEE	PLX3-4	C
Pro.Lean, 5 OEE	PLX3-5	C
Pro.Lean, 10 OEE	PLX3-10	C
Pro.Lean, 15 OEE	PLX3-15	C
Pro.Lean, 20 OEE	PLX3-20	C
Pro.Lean, 30 OEE	PLX3-30	C
Pro.Lean, 50 OEE	PLX3-50	C



Important Notes:

1. The Pro.Lean module requires a Runtime License Movicon.NExT PRO 3.1 or later, of adequate size for the desired number of OEE needed. The data to be managed and connected to the field device (e.g. PLC) are:
 - Total good Units
 - Total rejected Units
 - Production Availability
 - In production
 - Batch Code
 - Product Code
 - Target Production
 - Causes of Downtime: Max nr. 32 (option to increase this number)
2. Each OEE provides management of the related KPI data (availability, performance, quality) with batch production data and shifts.
3. The number of Alarms and causes downtime, operated in the analysis module, is fixed at max. 32 for each OEE. An option has been provided to increase this number accordingly).
4. The module includes a Configuration Wizard, calculation database and standard reports for viewing performance data.
5. The reports can also be accessed via Web, as long as the Movicon.NExT's Web Client feature is enabled with HTML5 (Reports are not available on APPs).
6. Microsoft SQL Server Licenses are not included (consider using SQL Express which is free of charge).
7. Any custom configurations that need doing to screens, Alarms, notifications, logics, downtime cause input and other, can be done on the Movicon.NExT supervisor as desired.



The Pro.Lean module requires a Movicon.NexT runtime license: generally, you will need a Runtime license with about 50 Tags for each OEE.



Pro.Energy Module – Energy Efficiency Analysis

Description	Code	Cat.
5 Energy Measures	PEX3-5	C
10 Energy Measures	PEX3-10	C
25 Energy Measures	PEX3-25	C
50 Energy Measures	PEX3-50	C
100 Energy Measures	PEX3-100	C
200 Energy Measures	PEX3-200	C
500 Energy Measures	PEX3-500	C
1.000 Energy Measures	PEX3-1000	C
2.000 Energy Measures	PEX3-2000	C
5.000 Energy Measures	PEX3-5000	C



Important Notes:

1. The Pro.Energy module requires a Movicon.NEXt PRO runtime license sized adequately to the number of measures desired or more (each measure is a Tag).
2. Each Energy measure is generally equivalent to a Tag in Floating Point format.
3. The module includes an automatic Configuration Wizard, a calculation database and reports for Consumption, Period Comparisons, Tariff Rate management.
4. The reports can also be accessed on the Web, as long as Movicon.NEXt's Web Client feature is enabled with HTML5 (Reports are not available on APPs).
5. Microsoft SQL Server Licenses are not included (SQL Express is free of charge).
6. Any custom configurations that need doing to screens, Alarms, notifications, logics, Downtime cause input, energy balancing, etc. can be freely done on the Movicon.NEXt supervisor.



The Pro.Energy module requires a Movicon.NEXt Runtime license: calculate at least one Tag for each measure. For example, the smallest Runtime license has 50 Tags and it is adequate for Pro.Energy with up to 50 points of energy.

Service Agreement

Service	NO DEV	DEV	SA	TCK
Web Forum	✓	✓	✓	
Web Support Portal	✓	✓	✓	
Support Downloads	✓	✓	✓	
Support via E-Mail		✓	✓	
Support via Telephone Help Desk			✓	✓
Remote Access Support			✓	✓
Higher Priority Processing			✓	✓
Editor License Updates			✓	

- NO DEV = Users without Development License (Editor) or without any licenses purchased over the last 12 months.
- DEV = Users with Development License (Editor) and with a license purchased within the last 12 months.
- SA = Users with valid Service Agreement (Service Agreement SA).
- TCK = Users with Pay Per Incident ticket.

Technical Support via E-mail

The technical support service comes free and is regulated via email for one year only. This service is reserved for those users who purchase at least one Editor license.

Each customer will be granted 5 hours of free service annually when purchasing an Editor license (DEV). These five hours are regulated by an unlimited "Email Ticket" system to be used within the total time stipulated. The number of service hours and Tickets used can be viewed in the customer's Reserved Area on the Progea website after registering.

Those customers who are not entitled to the Free Technical Support Service (i.e. those who have not purchased any licences within the last 12 months) can purchase "Tickets" to access the Service by contacting the Progea Sales Offices.

- Important: Tickets do not apply to cases concerning problems with the product (Nonconformity or bugs).

Service Agreement (SA)

Customers can choose to subscribe to a "Technical Support Contract" which provides support directly by phone (Help Desk) or email. This service is managed directly by the Progea Technical Support Team technicians who are highly qualified in supporting and assisting customers who need help with the Progea software products. This service is provided directly to the customer by using a 'Hot Line' phone service. The 'Hot Line' service can be purchased separately once in the possession of an Editor License and requires an annual subscription fee. This service is regulated according to the Progea Hot line procedures and includes an unlimited number of Tickets that are issued with a yearly fee equivalent to a total of 20 hours of technical support.

The advantages that customers gain when obtaining a hotline contract are:

1. Priority and direct access to the Progea Technical Support Team's telephone Help Desk.
 2. Full use of the Web Support services (Knowledge Base, Bugbase, etc).
 3. New communication driver releases and updates.
 4. Major Editor License releases.
 5. Minor Service Pack release notifications.
- Please note: as previously stated, cases relating to product problems (Non Conformity or bug fixes) will not be subtracted from the designated technical support time.

Access to the telephone Help Desk also uses a tracking system. Each request for technical help is given a case number identification, applicant's request details, name of the technician in charge and the case's open and close dates.

Once the hour limit, stipulated in the contract, has been reached or exceeded, the customer can then renew the service according to the official price list below.

Description	Code	Cat.
Yearly Fee for Technical Support (SA)	ASTEL-Y	C

Help Desk Tickets (Pay per Incident)

The Technical Support telephone Help Desk service can also be accessed without having a contract by using the "on demand" or "pay per incident" modalities. This is done by purchasing one or more Help Desk Tickets beforehand.

When purchasing Help Desk Tickets, the customer will be able to access the Technical Support phone Help Desk service for individual cases when needed. These tickets are valid for one year and are an ideal solution for those customers who wish to use them only when deemed necessary without needing to subscribe to a Technical Support contract in order to do so.

The customer can access the Help Desk service only when they need to use a Ticket. A technician will take charge of the customer's request for assistance by opening a case. This case will be given an identity case number that can then be tracked until closed. Once the case is closed, the ticket will be eliminated. In the event of particularly long cases (more than one hour of technical assistance), the company reserves the right to apply one ticket for each hour spent by the technical support service to solve the case.

- Please note: as stated previously, cases relating to product problems (Non Conformity or bug fixes) will not be subtracted from the designated technical support time.

Description	Code	Cat.
A single Help Desk Ticket	TK01	C
Pack of 5 Help Desk Tickets	TK05	C

Training and Consultancy

Training Courses are held at the Progea offices in Modena (Italy), or in Balerna (Switzerland) or Villingen (Germany), or OshKosh (WI, USA). The cost is related to one single day.

Description	Code	Cat.
Course for individual companies This course is held at the Progea head offices during office hours for a maximum of 6 participants.	TRNG-DY	C
Course for multiple companies This is a one-day course held by Progea and organized in another location with times that may differ from those held at the Progea head offices. This course is held for various companies together for a minimum of 4 to a maximum of 25 participants. Progea has the right to cancel courses if the number of enrolments received prior to course enrolment deadline is less than the minimum consented.	TRNG-MA	C
Custom Support Progea offers support for specific customer programming needs. The Progea technicians also provide assistance that exceeds the normal one-day training course limit by additional one or two days with one-to-one customer assistance. Support and/or development of components and/or projects that take longer than 3 days may be subject to specific offers provided in function with the specific technical specifications.		

Courses on demand can be organized and held elsewhere and incur additional costs to cover travel expenses.

Notes:

Shipping costs are not included

The Standard Warranty is governed by the license Agreement

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Progea Srl manufactures and distributes SCADA / HMI and software technologies for Plant Intelligence.

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