

MaintMaster® Agreements Explained

Welcome to MaintMaster! We believe value is created by people. When people are inspired to make a difference, and have the tools to master their challenges, there's no limit to their success. Using MaintMaster, your organization can achieve an unprecedented rate of reporting giving you insights that would otherwise be lost. Since this reporting is done quickly and easily, MaintMaster will save much administration time for all staff, leaving your personnel happy. The time savings compared to other systems are often between 50 and 80 percent. But the true advantage of MaintMaster is the way it helps you increase production capacity, reduce unplanned stops and minimize overhead. Allowing users to take control of their tool helps them feel inspired to meet their challenges with a smile. And deliver astonishing value.

Background

You are probably reading this document because you are considering an agreement with MaintMaster Systems. This document not only highlights our very flexible approach to agreements, but also explains our standard agreements. Even though it is not a legal document, it outlines all the parts we consider important when signing an agreement. We understand the business requirement to keep the number of contracts and agreements to a minimum and streamlining processes for ease of follow-up. If you like MaintMaster and are ready to make a commitment, we are ready to discuss an agreement. Please don't hesitate to ask us anything about the content of this document.

MaintMaster licenses

Basically, you pay for the number of users that have access to your MaintMaster system. All of the data that you manage and save in MaintMaster is held in the *System*. This is typically a database, a storage area and a setup of application files. You invite users to use your system. The MaintMaster License is the document describing the terms of your use of our services.

Users

There are three levels of users that differ by what they are permitted to do in MaintMaster. They are known as Standard, Limited and Free users. Free users are free to invite, but very limited in what they are permitted to do. Limited users are not as restricted as Free users. Finally, Standard users can use everything in MaintMaster. In addition to these three license levels, each user is governed by the permissions they are given in MaintMaster.

Editions

MaintMaster is available in three Editions. These editions do not differ in functionality but in size, extendibility, SLA and support. The three editions are known as the Team Edition, Business Edition and Enterprise Edition; refer to the MaintMaster License.

The subscription fees

The MaintMaster subscription is based on a combination of your chosen MaintMaster edition and the total number of users with access to your system.

Administrating your MaintMaster

A Solution Administrator is responsible for the MaintMaster solution on your part and is the only position notified about changes to the license. Also, only a Solution Administrator can make changes to the license. Please make sure that at least two Solution Administrators are registered at all times.

There is also an optional user type called Power Access User. This is a Standard user with an additional role in MaintMaster. A power access user has higher access rights to your systems; they can logon to any of your systems with full permissions and impersonate any other user. This is very helpful for your administrators in their day-to-day work in MaintMaster. Solution Administrators manage Power Access Users.

Both solution administrators and power access users are included in the service fee, but their number is governed by the MaintMaster Edition you chose.

MaintMaster Agreement options

We offer three types of agreements to all of our customers. The type of agreement you chose determines the flexibility, payment terms, commitment and documents used.

MaintMaster Pay-as-you-go Agreement

The *Pay-as-you-go agreement* is our default agreement. Full flexibility, non-binding, no contracts to sign; you simply use what you need. Using the MaintMaster Portal, you decide the MaintMaster edition you want and manage all the users you have invited to your system. You are invoiced for the MaintMaster service fee monthly based on the maximum number of users during the previous month and the MaintMaster edition you have chosen. Every time there is a change in the solution, all Solution Administrators will be notified via email. Support via email and phone is included for all Standard users.

We do not offer any adjustments to our agreement documents for pay-as-you-go customers. The entire solution is governed by the MaintMaster License and the MaintMaster General Online Terms (see below). The terms must be accepted by a Solution Administrator every time a change in the solution is made. Solution Administrators will be notified of changes to prices or conditions.

How does it work?

Pay-as-you-go Agreements are simple to start. Just log on to our Portal (portal.maintmaster.com) and start your subscription. Before you can start the subscription, you need to have a MaintMaster system, which can be acquired at our webpage, first 30 days are free. Only persons registered as Solution Administrators can start or change the subscription, the first person creating the MaintMaster system is Solution Administrator by default and can invite other users to have the same role.

MaintMaster Community Agreement

The Community Agreement is based on our standard agreement documents. But we offer flexibility in commitment, payment terms and the contract we sign. We are willing to discuss amendments, clarifications and deviations from our terms with community customers. In return, you commit to take part in our community forum, Beta testing group and Product advisory group. You will also have access to our onboarding services and maintenance coaches (offered separately), helping you to achieve desired results faster.

During the term of a community agreement, we offer cost control, volume discounts and protection against price changes. At the same time, you are guaranteed the best prices if changes are made, there are combinations to benefit from or new products released.



MaintMaster Community Agreement benefits:

- Cost control, volume discounts and best price guarantee
- Flexible payment terms
- Part-to-part signed agreement
- Commitment to community groups like Beta testing and product advisory groups
- Onboarding and maintenance coach services available

How does it work?

Together, we go through the terms, discuss everything important for each party and hopefully find a common ground. All specifications, amendments and commitments are then described in the MaintMaster Community Agreement having the MaintMaster License and General Online Terms attached.

You can still administrate everything about your subscription from the MaintMaster Portal, where you also have access to the original agreements.

MaintMaster Enterprise Agreement

We understand that our Enterprise customers have corporate requirements to use their own standardized agreements. We also recognize the need for simplicity in follow-up for such agreements. Therefore, we offer to base your agreement with us on your documents. Even if we use your agreement templates, we need to make sure all of the important parts of our standard agreements are met. Since this requires a lot of legal work on our part, we only offer this model to customers committing to the MaintMaster Enterprise Edition. Also, it's very important for us that the Enterprise Agreement be in the spirit of partnership. For instance, we hope you will make a commitment similar to those mentioned under the MaintMaster Community Agreement.

How does it work?

The process is very similar to the one described for the Community Agreement above, except we use your documents instead. In all other aspects, the process is the same.

MaintMaster General Online Terms

This segment explains in brief the structure and content of the General Online Terms; see references to relevant sections. Examples are provided showing why some parts are structured as they are.

The General Online Terms have three major goals:

1. To protect your intellectual property rights (IPRs), as well as ours and those of others
2. To define the responsibilities for the content in our service
3. To constitute a data processing agreement in regard to the European Union General Data Protection Regulation (GDPR)

MaintMaster End-user Terms of Service

Every single person using MaintMaster must accept the End-user Terms of Service as presented when confirming their account. It's important that even if you consider invited users to be your own users, they're not. As a user, you log on to MaintMaster as a cloud-based service. Upon successful login, you receive a list of systems you are invited to. These can be multiple systems from many companies.

When using MaintMaster, most of our customers mainly invite staff members, but you can also invite external parties, such as an external technician. Every physical person will need his or her own account to be a user. Group accounts are not allowed for price model and accountability reasons; see section 2 in General Online Terms.

This is why we need the MaintMaster End-user Terms of Service:

- We need explicit consent from each user whom we store information about (see next section)
- Users must be aware of and respect that the service is made up of IPR protected material
- Users must be aware of and respect that there is an agreement between the issuer of the access license (you) and MaintMaster that governs usage. This is for both your and our protection.

Personally Identifiable Information (PII)

As a user of MaintMaster services, you are requested to submit a small amount of information about yourself; e-mail address and name. We will keep this information and treat it in confidence according to our Privacy Policy. However, we need the consent of every single user to do so. This consent also includes agreeing, if they reach out to our support, to the storage of additional contact information about that person. We act as the Data controllers for these two categories of data subjects (users and support contacts) as defined under the GDPR. It is a requirement that we gain the consent of each person to store said information about them; see section 2 in General Online Terms.

The GDPR also describes responsibilities for all data processors handling PII. The general online terms explain why you are sometimes the data controller and sometimes the processor. Make sure you understand the categories of data about persons you submit to our service. MaintMaster will take the necessary responsibility as the data processor when storing the data at our data center. The agreements you have with us will include the data processing agreement, as required by the GDPR. These documents will also act as your written instruction for us to follow in order to comply with the GDPR. MaintMaster is a publicly offered cloud service. There is, except within specific limitations, no possibility of our offering different services to our customers. For this reason, we cannot have different data processing agreements and instructions from our customers. Furthermore, since we use Microsoft Azure as the platform provider for our services, we are limited to what they will support us with. However, Microsoft is the most secure cloud platform today; see azure.microsoft.com/trustcenter. In the General Online Terms, see sections 5, 6, 7, 8, 9, 10, 11, 12 and 13.

Intellectual property rights (IPR)

Some of the most important parts of our terms are the sections concerning intellectual property rights. Being an independent software vendor, IPRs constitute our main livelihood. We take these rights very seriously and we will never intentionally infringe upon the rights of any other party.

The General Online Terms guarantee that we have the necessary rights for every part of our delivery to you. We will hold you harmless against any allegation concerning intellectual property rights; see sections 6 and 14.

We act, together with our suppliers, as the Data processors of your data. For instance, we encrypt, compress, transmit over the internet, store, back-up, trouble shoot and analyze the data you submit. If you e.g. add a picture of a machine to MaintMaster, we will process this picture in numerous ways. If the picture belongs to you and if it's part of your intellectual property rights, it stays yours. No transfer of ownership takes place. We will never use your content for purposes other than to supply you with our service. We will never show your data to any other customer or user. However, we need your consent to be your data processor. It's imperative that you allow us to use your data for the limited purposes stated in the terms, otherwise we are unable to operate our service; see section 6 in General Online Terms.

For the same reason, we need to make sure you take responsibility for the data that you submit. It's fully possible for your users to submit content that does not belong to you, for instance a picture taken from the Internet. If you submit protected material without a license, we face the risk of claims against us. Therefore, you must assume responsibility for the content you and your users submit and hold us harmless against claims of infringement; see sections 6 and 16 in General Online Terms.

As a last note on IPR, our service per se (not only the content) is comprised of IPRs belonging to us and others and must be treated according to their respective license terms. Since we have made undertakings to our suppliers, we request that you accept the terms that enable us to fulfill our licenses; see sections 1, 4, 14 and 15 in General Online Terms.

You are using MaintMaster

It's important to keep in mind that you are the user of your MaintMaster system. We provide a service for use in certain ways, but you are the user. We have no control over what your MaintMaster solution is used for, nor over the success of such use. As a case management system, MaintMaster can be useful for any aspects of case management, issue handling and information management. We provide our services with a high degree of expertise and care, and we strive to get better at what we do all the time. But since we have no control over your usage, we cannot be held responsible for your results; see sections 15 and 16 in General Online Terms.

More information

There are several documents that describe different aspects of MaintMaster:

- [MaintMaster License](#)
- [MaintMaster General Online Terms](#)
- [MaintMaster End-user Terms of Service](#)
- [MaintMaster Privacy Policy](#)
- [MaintMaster Technical White Paper](#)
- maintmaster.com