1. What's the timeline for the release?

The 2019 Release will be deployed to all CERDAAC® 4.0 users in August 2019.

2. How will I access the new release?

SIMCO manages the CERDAAC® upgrade process for you. No end-user action or IT involvement is needed. Once the upgrade is complete, you will automatically access it when logging in from your browser.

3. What's new in this release?

The new release brings enhancements to SIMCO's CERDAAC® cloud-based service and quality management platform that help to deliver life-saving quality, leaner. Enhancements include:

- ✓ **Data Export & Integration:** automated, secure export of CERDAAC® data and documents
- ✓ **Usage Based Intervals:** enables usage-based service intervals (vs. time-based)
- ✓ **Use Trace:** ability to trace any asset's activities (not just calibrated assets)
- ✓ **Audit Log:** enhanced audit support and more intuitive change tracking
- ✓ **17025:2017 Support:** updated SIMCO calibration certificates to support new decision rule requirements in ISO/IEC 17025:2017
- ✓ **Users, Roles & Teams:** new hierarchy of users allows for distributed user management
- ✓ **Expense Management:** shows SIMCO contract item cost and SIMCO service cost when creating shippers or viewing asset lists
- ✓ **OOT Notifications:** SIMCO Out-Of-Tolerance (OOT) notification emails will now include up to ten lines of OOT measurement data
- ✓ **Reports:** improved organization of Reports allows for easier, faster access

4. Will my data and configuration be preserved with the new release?

Yes. Your data and customer configurations will be automatically preserved in the new release. If you do experience any issues with the release, please contact SIMCO Software Support immediately at software.support@simco.com or +1 (866) 681-6698.

SIMCO
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"The Standard for Quality Service"

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5. Will the release be validated?

Yes, SIMCO validates the entire CERDAAC® system and each new release for its intended use. A Validation certification letter is available to all CERDAAC® 4.0 Compliance customers.

6. Will there be any downtime associated with upgrading to the new release?

Yes, there will be scheduled downtime during the upgrade. During that time, you will not be able to access CERDAAC®. SIMCO will make every effort to schedule downtime and perform the upgrade outside of normal business hours. Customers will be informed of the scheduled downtime 2 weeks prior to the release. We apologize for any inconvenience this may cause you.

7. Does the new release cost extra?

No. Periodic upgrades are included with your CERDAAC® subscription. If you wish to add new solutions or services there may be additional fees that apply. For example:
- ✓ Data Export & Integration is a new capability available for purchase.
- ✓ Usage Based Intervals are included with the separately priced Preventive Maintenance solution.
- ✓ Use Trace is a separately priced solution.

8. Do I have to upgrade to the new release?

Yes, all CERDAAC® 4.0 users will be upgraded automatically by SIMCO. There is no option to opt out.

9. Can I use CERDAAC® to manage more than just SIMCO-provided services?

Yes! CERDAAC can now be used to manage all of your assets, services, vendors and technicians. If you are interested in learning more about CERDAAC's unified service and quality management platform, please contact your SIMCO sales representative directly or via software.sales@simco.com.

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10. What are the benefits of using CERDAAC® to manage all my services?

CERDAAC® offers several advantages for unifying your service and quality management, including:
- ✓ Improved quality compliance and easier audits with one unified system to monitor and enforce program compliance across your organization
- ✓ Reduced costs by eliminating the need for multiple systems and all their inefficiencies
- ✓ More effective management with tailored reports and dashboards to track your key metrics
- ✓ Zero IT burden because SIMCO manages the entire system for you
- ✓ No need to validate multiple systems and every upgrade – SIMCO does this for you

If you're interested in learning more about CERDAAC's service and quality management platform, please contact your SIMCO sales representative directly or via software.sales@simco.com.

11. Where can I get more information about the 2019 Release?

For more information about the CERDAAC® 2019 Release, you can:
- ✓ Contact your SIMCO sales representative directly or via software.sales@simco.com.
- ✓ Visit www.simco.com for periodic updates.

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