ARM License Maintenance and Renewal

Gylling Data Management, Inc.

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Overview

- ARM maintenance payment is due 1 year after receiving ARM invoice
- Ordering annual maintenance
- Payment options
- License expiration
GDM Software Maintenance Plan

Benefits of required annual maintenance:

- Lower cost for new licenses and upgrades
- Easier cost budgeting of small annual fee vs. large upgrade cost every 2-3 years
- Upgrades delivered automatically - no need to order upgrades
- New features immediately available
- Contract researchers always up-to-date to support newest sponsor customizations
GDM Software Maintenance Plan

Benefits of required annual maintenance:

- New Microsoft developments (Windows, Office) supported without requiring tedious changes by-hand
- No concern about what ARM version is required by collaborating researchers
- Data quality improvements become available immediately
- Is due 1 year after ARM invoice date
When is Maintenance Due?

- Check maintenance expiration anytime from Help – About ARM
- ARM prompts when <60 days left

Expiration Information

ARM license for serial number 7694 will expire in 60 days (Dec-7-2019). Select 'Order Form' button to order maintenance for SN 7694 or a valid ARM license.

Order Form

Remind Me Later Close
Ordering ARM Maintenance

- Select Order Form for pricing information

Next step depends on licensee:
- Technician or part of a company group
- Supported by GDM Representative
- Supported by GDM Headquarters
Technician or Company Group

- Technician licensee should contact the Full licensee to order maintenance
- Grouped licenses have a central contact person within the company
- Communicate with your company contact person to update maintenance
- Contact your GDM Representative to change a company group
Supported by GDM Representative

- Order maintenance through the GDM website Order Form

GDM Products Order Form

<table>
<thead>
<tr>
<th>* Action</th>
<th>* Item</th>
</tr>
</thead>
<tbody>
<tr>
<td>New ARM license</td>
<td>Order your first or additional new ARM license</td>
</tr>
<tr>
<td>Add features</td>
<td>Order add-ins for an existing license</td>
</tr>
<tr>
<td>Upgrade</td>
<td></td>
</tr>
<tr>
<td>Maintenance</td>
<td>Request maintenance invoice or update contact info</td>
</tr>
<tr>
<td></td>
<td>Selection:</td>
</tr>
<tr>
<td></td>
<td>ARM Full license</td>
</tr>
<tr>
<td></td>
<td>Order annual maintenance for existing ARM Full license. Add-ins and Field/Tech licenses are renewed with the Full license.</td>
</tr>
<tr>
<td></td>
<td>and also Reassign to a different investigator</td>
</tr>
</tbody>
</table>

Confirmation email is sent to Representative based on Country
Final Steps

- Payment must be received **before** the maintenance end date is extended
  - New end date = previous end date + 1 year (so no penalty for renewing early)
- Email is sent when process is completed
  - Follow-up: within 2-3 working days
  - Run Help - Check for Updates to update expiration date on PC
Re-activate Expired License

- Run Check for Updates
  - Start – All Programs – ARM – Check for Updates
- Log in and install all available updates
- License files are updated when Check for Updates is finished
What If I Do Not Pay?

- ARM prompts when license has expired

- ARM runs as unlicensed version
What If I Do Not Pay?

After maintenance expiration date, ARM opens as an *unlicensed version*:

- Protocols and trials limited to 5 treatments or less
- Only preview reports and graphs (no print)
- Cannot export data or study information
- Read-only access to existing protocols and trials
- Study list is disabled
What If I Do Not Pay?

If ARM 2018 maintenance is not paid:

- Read-only access to trials conducted under GEP, with no printing or export
- ARM 2019 maintenance fee will also include unpaid 2018 total
Summary

- Annual maintenance
  - Easier cost budgeting
  - New features immediately available
- Check maintenance expiration anytime from Help – About ARM
- Purchase maintenance before expiration date for continuous support