



The Adelard Assurance and Safety Case Environment

Availability

ASCE™ is available as a free 30-day evaluation, fully functional download (or on CD by request):

<http://www.adelard.co.uk/software/asce>

ASCE runs on W95/98, NT4, Windows 2000 and XP.

ASCE™ Family Members

ASCE comes in two versions Professional and Enterprise. For details of product feature visit the ASCE Website at the URL above

Pricing

	ASCE Enterprise
Single use	£2,600
Workgroup ⁺	£13,000
Site licence	*

⁺ 5 users licence plus 1 day on-site training (T&S may be charged additionally)

* Contact us for further information

Academic use is free of charge for teaching and research
Note, all prices exclude VAT which will be charged at the prevailing rate

Support

Adelard provides telephone/e-mail and upgrade support on licensed systems for a period of one year following purchase of a licence. After this time support is chargeable annually at 25% of the prevailing purchase price of the relevant ASCE licence.

Support Policy

Adelard aims to provide timely and accurate support for all its customers. Below is detailed the levels of support provided to various classes of customer. E-mail to asce_support@adelard.com is the preferred route for submitting support requests. Customers should use the file request_support.txt in the product folder on their system. If telephoning please ensure that you have as much relevant information in this file to hand if possible.

Support will normally only be in response to problem or bug reports. Routine use problems should be resolved through the Frequently Asked Questions (FAQ) web page: <http://www.adelard.co.uk/software/asce/faq>

The ASCE help system ships with documentation on all known issues with the product at the time of shipping. Customers should familiarise themselves with this information.

Full product support

Full product customers will receive free support on the product from the date of purchase for twelve months. Thereafter customers should purchase a support contract to be eligible for full support.

Adelard will respond to any support question within two working days with an initial response. For high priority problems we aim to respond more quickly. Within one working week we will respond either with a proposed route for resolving the problem, or an indication of further action that is required, along with timescales. Again e-mail is the preferred route for submitting support requests, although full support customers may submit requests by telephone if they so desire. Product support is limited to responding to product functionality/performance/bug issues, and in advising on routine use of the product. Advice on the development of specific safety cases or other documents is not routinely supplied under product support.

Evaluation product support

Evaluation product support is available only through e-mail and is on a best effort basis, although we do hope to respond to all requests. No guarantee of response time or nature of response is given.

Extended support

Customers with support requirements outside the above arrangement may purchase extended support services, including training, installation, application and domain advice, and safety case and document production advice. These services are available as one-issue fixed cost services or as on-going support services. Contact Adelard for information on these services.

Training

Adelard provide full training services. These include training in the ASCE product itself; training in concepts of and development and maintenance of safety cases; safety management; advanced use of ASCE for maintenance of complex interdependent document sets; software analysis techniques; hazard analysis and more.

Courses can be tailored specifically to company requirements, or are run as public courses.

Contact us for further details

Contacts

Adelard
College Building
Northampton Square
London EC1V OHB

Tel: +44 (0) 20 7490 9450
Fax: +44 (0) 20 7490 9451
Email: info@adelard.com
Web: <http://www.adelard.com>

ASCE Home page:

<http://www.adelard.co.uk/software/asce>

ASCAD Home page:

<http://www.adelard.co.uk/resources/ascad>