

# Span\*FM Letter of Withdrawal from Customer Support

December 18, 2000

Dear Peregrine Customer:

This letter is being sent to formally announce the retirement of all versions of SPAN· FM effective December 31, 2001. Peregrine Systems, Inc. will be forced to end all technical support services for the SPAN· FM product line, and will instead dedicate those resources to the FacilityCenterä product line.

Technical Helpdesk support will continue until then, but we will not be updating, enhancing, or providing fixes or technical support to any release prior to FacilityCenter 7.0 any longer. Also, the recent release of SPAN· FM service pack is the last one to be released for the product.

In the event that you missed the announcement of FacilityCenter, the new integrated facility management and operations solution from Peregrine Systems, we would like to bring you up to date.

FacilityCenter, released in February 2000, is the replacement for SPAN· FM and has been re-packaged to align with the way you work, including a Web-enabled option and a low-cost Casual User option making enterprise-wide implementation not only possible, but easy and economical. There are numerous enhancements to CAD Integrator, Move Management, Demand and Preventive Maintenance, Call Center and remote hand-held computing (including Palm devices). What's more, there are new and exciting options to help you manage your energy costs, manage your shared resources -- such as conference rooms and audio-video equipment -- as well as better management work assignments. And to help you measure performance and plan improvements, there are exciting new reporting and data-mining tools available.

In addition to the features and benefits of the product itself, FacilityCenter also offers you a choice of Software Maintenance Agreements, Bronze, Gold, or Platinum. The Bronze plan offers technical support, software fixes and upgrades, which is comparable to your current plan, but at 15% instead of your current 18%. The Gold plan offers everything included in the Bronze plan, plus free enrollments in FacilityCenter courses scheduled for Peregrine Training Centers. For customers who meet eligibility requirements, the Platinum plan is available and offers everything included in the Gold plan, plus an assigned Customer Care Representative and an Annual Onsite System Review and Evaluation. These plans are structured to help you maximize your return on investment.

We appreciate our loyal customers and have put together a trade-in/migration plan that we are sure you will find attractive. Since the choices you make will effect your software

maintenance agreement at the next renewal, there will be no automatic distribution of FacilityCenter. To create a migration plan that is right for you, please contact your Peregrine Account Executive.

## ***Professional Services and Training***

The migration process to FacilityCenter has been simplified and tested to be as predictable as possible. However, if you prefer to engage Professional Services to help you with this migration, we can arrange this service as well. These conversion services will include:

- Set-up of the FacilityCenter database
- Conversion of your SPAN· FM data

Training services will enable your staff to be trained on the FacilityCenter application using real data – yours. This will also ensure that all parts of the converted system are ready for the final conversion. Custom training is also available, if desired. Be sure to inquire about training options to realize the maximum benefit of FacilityCenter and to ensure a smooth transition.

## ***FacilityCenter -- ASP***

If you would prefer to focus your time and money on your primary business, you may wish to consider FacilityCenter in an ASP (Application Service Provider) delivered format, hosted by Peregrine Systems. FacilityCenter in an ASP format is advantageous in that Peregrine Systems maintains all of the administration and upgrades to the application and database server for you at a state-of-the-art facility. This facility provides high-speed connections, redundancy systems to protect data, daily backups of the data, and more. The cost of FacilityCenter in an ASP delivery is \$250 per concurrent user/per month, in addition to your annual support payment.

Many organizations find FacilityCenter, ASP delivery a great cost and resource saving solution. We would be happy to discuss this service with you.

## ***How to Upgrade***

Starting the upgrade process is easy. Contact Peregrine Systems Inside Sales Department at 1-800-638-5231. Our Inside Sales staff will provide you with the Peregrine agreements necessary for upgrading to FacilityCenter, as well as discuss the advantages of an ASP delivery.

They can also offer guidance on Professional Services available. The experts within Professional Services will help you determine your requirements, schedule your upgrade, and assist you with a Schedule Of Work for the required conversion services and training. They will also be more than happy to discuss functionality available in FacilityCenter. Should your scheduled upgrade extend beyond December 31, 2001, Peregrine Systems

will continue to provide support for your SPAN· FM product until such time as your conversion is completed.

Peregrine Systems is focused on providing the best possible solutions for all of our customers. Part of that focus is making sure that all customers use the most advanced technology available -- in this case, FacilityCenter. We look forward to your successful conversion to FacilityCenter!

Best Wishes,

Eve C. Maily  
Sr. Product Marketing Manager - Facility & Real Estate Solutions

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