

The JAD X-Tract Software agreement

One of the most unpleasant aspects of purchasing industrial software is that technology changes so quickly and systems age even faster. It is increasingly difficult to connect or upgrade to new hardware. Typically expensive software is found to be obsolete within a couple of years.

JAD X-Tract software has a large install base; by leveraging this install base we have developed a sustainable and versatile solution. JAD Systems thus offers a service agreement with every installation of X-Tract software. The service agreement costs 20% of the replacement value per system per year.

How it works

We no longer customise JAD X-Tract for individual client requirements as the X-Tract software is generic and increasingly configurable.

Every time we install X-Tract for a new client, or you have a feature request as an existing client, we will tackle the enhancement in the following fashion:

- 1) We confirm that any requested change made to X-Tract will improve the software as a whole.
- 2) We take our time to add this new feature to X-Tract in such a way that our base software is enhanced with the new feature without making it obsolete to any of our other customers.
- 3) During your annual calibration service we will tell you about the new features. If you would like to include the features on your system, you have free access to the new features by updating to the newest version of X-Tract and turning on the new configurations.

Planning for the future

Changing software to be generic takes a lot of time and forethought but it has proven to be very successful. JAD X-Tract has evolved into a strong stable and feature-rich software environment that will meet all imaginable system requirements into the future.