

Sunbird Software Products Maintenance Features & Benefits

Included Software Updates

Customers on maintenance receive software support services and access to new software releases

- **Major releases**
- **Minor releases**
- **Bug fixes & patches**
- **Security updates**
- **Monthly models database updates**
- **Third party monitored hardware plugins**
- **New dashboard and report widgets**

Login credentials are required to gain access to the Sunbird support portal to open and track support tickets, get access to chat support, software downloads, models library updates, upgrade files, technical FAQs, product documentation, important technical bulletins, community forums, new feature requests,

“With DCIM software we now have an up-to-minute picture of capacities in all our data centers in terms of power, space, networking and cooling.”

Joseph Keena | Manager of Data Center Operations, **UF Health Shands**

Stay Up To Date on Your Software Investment!

Sunbird DCIM licensed products annual maintenance provides tremendous ongoing value at a small fraction of the list price. We recommend that you renew your product maintenance prior to the expiration date to ensure that you will continue to have access to product updates, technical support and much more. A valid maintenance contract allows license holders to gain access to the Sunbird Support Portal to a multitude of resources, including:



Manage Tickets

Open tickets via the web and see the status and history of all your tickets



Chat

Get your questions quickly answers, ask live questions to our online support agents



Knowledge Base

Search for help and answers to your questions



Training Videos

Watch "how to" videos and become an expert DCIM user



Community Forums

Access forums, see announcements and share tips and tricks with other customers



New Feature Request

Submit new features to our product and development team



Online Help

Access user guides and searchable online documentation



Tools and Templates

Download templates and application tools to streamline configuration



Models Library

Download the latest model versions, updated monthly

New Features and Enhancements To Extend Functionality

Sunbird typically provides additional software enhancements 2x a year that allow customers to extend the functionality of their licensed products. These components are only available to customers on active maintenance and can be downloaded directly from the Sunbird customer portal.