

Support Services			
Feature	Fortress	Sentry	No Agreement
Online Access to Knowledge Base, Case Tracking, Documentation and Live Chat	●	●	
Phone, Email, Online, and Chat Support	●	●	
Assistance Reloading StackVision Server Software	●		
Assistance Installing StackVision Server Software Updates	●		
Data Controller Maintenance			
Feature	Fortress	Sentry	No Agreement
Repair & Loaner Services	●	●	
Spare Parts Purchasing Discount	●		
Replacement Purchase Discount	●		
Trade-In Program for Next Generation Data Controller	●		
Download Firmware Upgrades	●	●	
Assistance Upgrading Firmware *Does not include configuration changes	●		
StackVision™ Maintenance			
Feature	Fortress	Sentry	No Agreement
StackVision License	●	●	●
License for Backup Server	●	●	
Software Updates—Existing Licensed Functionality	●	●	
Software Updates—New Licensed Functionality	●		
Software Beta Testing	●	●	
Access to MATS Module	●		
Access to Sorbent Trap Module	●		
Access to FleetMode	●		
Server Management Discount	●		
SQL Server Tune-Up Discount	●		
Software Escrow	●		
Additional Offerings			
Feature	Fortress	Sentry	No Agreement
User Group Meeting Speakers—Registration & Travel Expenses	●	●	
Free Public Classroom Training / Free Public Online Training	●		
Free Web Based On-Demand Learning	●		
Private Training Discount (On-site & Online)	●		
Private Engineering Labor Rate Discount	●		
Subscription for Fleet Mode on select StackVision features *Dashboards, Charts and QA Test Deadlines	●		

Questions about DASProtect? Contact Sales at sales@escspectrum.com or 512-250-7902

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