

## Opera/XRL Upgrades

Pegasus Opera Software is an essential tool that performs a central role within a business. As such it is imperative to invest in the maintenance of Opera to secure not only the initial investment but also the invaluable cumulative business data retained. Fortunately, Pegasus customers are provided with an Annual Maintenance Contract (AMC), which provides free access to the latest versions of the software which may also contain enhancements — it could not be simpler.

### Why Upgrading is so important

- **Enhancements**  
Pegasus strive to continually refine their software. This means that with every new version release comes a plethora of innovative enhancements.
- **Maintaining System Settings**  
To ensure that Opera works as designed it is essential to confirm the initial environment settings are maintained. During an upgrade all system settings are refreshed to ensure optimum performance.
- **Statutory Upgrades**  
Statutory changes dictated by the HMRC, such as those affecting payroll annually and occasionally the financials, need to be applied. To satisfy this requirement Pegasus includes all statutory upgrades as part of the AMC necessitating an upgrade. Contained within these releases are all the necessary functionality along with a wealth of help guides to assist.
- **Continued Pegasus Support**  
Pegasus provide regular upgrades and as such they are only able to effectively support the 3 most recent versions. It is therefore very important to keep your Opera version current, so when necessary, Intsys are able to access Pegasus Support services on your behalf.

- **Increased User Productivity**  
Minimising downtime and the application of enhancements within the latest versions will greatly enhance user productivity and offer value to the organisation.
- **Software Upgrades are free!**  
The Annual Maintenance Contract gives you essential access to **free** version releases. This fantastic benefit makes keeping your software up-to-date easy. The **only** charge is our time to install it for you!

### Benefits of upgrading with Intsys

- **Experienced Pegasus technicians**  
Every member of the Intsys Support Team are professionally trained and accredited by Pegasus Software. They therefore have the specialist technical expertise for installing and upgrading all Pegasus Software products. Our technicians are always well presented and polite.
- **Working together**  
Our dependable team will always endeavour to work with your in-house IT department to execute a first-rate installation.
- **Accurate configuration of the system**  
Many settings have to be modified when upgrading, for instance permission and exclusion settings on the server and PCs. These have to be properly configured in order for the software to work at the optimum level.
- **Thorough testing before completion**  
We always confirm that the upgrade has been thoroughly tested and signed off by the client. Additionally, our Telephone Support Customers benefit from complimentary post upgrade management services.

## Intsys Upgrades

- **On-Site**

Intsys will generally install upgrades locally on your premises. Having direct access to the system, with your IT provider in attendance is usually more efficient and minimises downtime. Being on-site also allows us to communicate directly with the users and note any technical or operational issues. Intsys currently does not charge for travel time to the client.

- **Remote**

Even though we do not always recommend remote upgrades, we are flexible to each client's individual requirements and can provide this service accordingly. Our only requirements are a reasonably fast internet connection and that the remote connection must allow admin access to the server and individual PC's.

- **Cloud**

Our cloud customers have the added benefit of hassle-free upgrades. These upgrades are scheduled when convenient for the client. As the system is in the Cloud, the upgrades can be performed anywhere - this significantly reduces downtime and cost.

## Requirements

- **Exclusive System Access**

While the upgrade is being performed it will be necessary for all users to be temporarily logged out of both Opera and XRL.

- **Administrator rights and system passwords**

To install Pegasus Software successfully it is necessary to have full administrative rights on the server and local PCs during the installation. Depending on the security protocol, it may be necessary that a client is available to input sensitive passwords.

- **In-House IT Support**

When installing Opera upgrades, it is necessary to ensure that permissions and virus exclusions are set as specified by Pegasus. As such we will need the cooperation of your IT Support to provide the system access to apply these settings.

## Duration

### The time it takes to upgrade

Many factors can affect the duration of an upgrade, including :

- **Number of Users**
- **System specification/performance**
- **Speed of your internet (Remote Upgrade)**
- **Number of Companies and amount of data**
- **Multiple Systems**
- **Multiple products/modules installed**

Intsys will always endeavour to complete the upgrade as efficiently as possible to minimise downtime and charges.

## Upgrade Cost

- **Latest versions are *free of charge***

As part of the Pegasus Annual Maintenance Agreement, regular software updates are provided free of charge—these releases may contain enhancements, statutory upgrades or software maintenance to keep your investment current.

- **The only cost to upgrade is our time!**

We charge by the hour however all clients who have invested in a Intsys Telephone Support Agreement benefit from a reduced hourly support rate as well as prioritised appointments at a time to suit. All service charges are agreed prior to the appointment and detailed, along with work done, within a job sheet provided to the client to confirm satisfactory completion.

\* Intsys provide services to ensure our clients get optimum benefit from Pegasus Software however we do remind all our clients that we do not have any control over the content of any new software release.

