



CERDAAC[®] 2022 Frequently Asked Questions

What is the timeline for the release?

The CERDAAC[®] 4.0 2022 Release will be deployed to all CERDAAC 4.0 users on December 16, 2022.

How will I access the new release?

SIMCO manages the CERDAAC upgrade process for you. No end-user action or IT involvement is needed. Once the upgrade is complete, you will automatically access it when logging in from your browser.

What's new in this release?

The new release brings new Clouds, functionality and enhancements to SIMCO's CERDAAC suite of Asset Management solutions purpose built to help regulated manufacturers calibrate, maintain and manage their production-related assets. Enhancements in the CERDAAC 2022 release include:

- 4 new CERDAAC Clouds, including Enroll & Control Cloud, Workforce Cloud, Partner Cloud and Product Traceability Cloud. Please see the Release Overview for more information on these clouds or visit www.cerdaac.com
- Enhancements to Digital Signatures: This release brings consistency to how the CERDAAC application handles updates to records which have one or more field-level Digital Signatures
- Improved Customer Configurability: for Asset Manufacturer and Model Handling
- Improved Time Zone Support: This release brings consistency to how the CERDAAC application handles the Company Time Zone setting defined in the Company Information section (accessible to System Administrators)
- Audit Log Improvements

Please see the Release Notes for more details on these enhancements.

Will my data and configuration be preserved with the new release?

Yes. Your data and customer configurations will be automatically preserved in the new release. If you do experience any issues with the release, please contact SIMCO Software Support immediately at simcosoftware.support@simco.com or +1 (866) 681-6698.

Will the release be validated?

Yes, SIMCO validates the entire CERDAAC system and each new release for its intended use. A Validation certification letter will be available to all CERDAAC 4.0 Compliance customers.

What if I want to perform my own validation testing?

For users who wish to perform additional validation on their specific use-cases, there are two options:

- a. Wait until the release is deployed and perform your additional validation testing at that time
- b. You can also request our optional One-on-One Release Validation Audit Support. Additional fees apply for both the Validation Sandbox and the Release Validation Audit Support. For more information, please contact your Account Manager or email softwaresales@simco.com

Will there be any downtime associated with upgrading to the new release?

Yes, there will be downtime during the upgrade, scheduled for December 16. During that time, you will not be able to access CERDAAC. SIMCO will make every effort to schedule downtime and perform the upgrade outside of normal business hours. Customers will be informed of the scheduled downtime 2 weeks prior to the release. We apologize for any inconvenience this may cause you.

Does the new release cost extra?

No. Periodic upgrades are included with your CERDAAC subscription. If you wish to add new clouds or services there may be additional fees that apply. For example, if you currently use Calibration Cloud, and would like to add one of our other clouds, there is an extra fee. You can see our full suite of solution offerings at www.cerdaac.com

Do I have to upgrade to the new release?

Yes, all CERDAAC 4.0 users will be upgraded automatically.

Can I use CERDAAC to manage more than just SIMCO-provided services?

Yes! CERDAAC can now be used to manage all your assets, services, vendors and technicians. If you are interested in learning more about CERDAAC's Asset Management platform, please contact your SIMCO sales representative directly or via softwaresales@simco.com.

What are the benefits of using CERDAAC to manage all my services?

CERDAAC offers several advantages for managing all your regulated production-related assets, including:

- Improved quality and compliance, and easier audits with one unified system to monitor and enforce program compliance across your organization

- Reduced costs by eliminating the need for multiple systems and related inefficiencies
- More effective management with tailored reports and dashboards to track your key metrics
- Reduced IT burden because SIMCO manages the entire system for you
- No need to validate multiple systems and every upgrade – SIMCO does this for you

If you're interested in learning more about CERDAAC's Asset Management platform, please contact your SIMCO sales representative directly or via softwaresales@simco.com.

Where can I get more information about the 2022 Release?

For more information about the CERDAAC 2022 Release, you can:

- Contact your SIMCO sales representative directly or via softwaresales@simco.com
- Visit www.cerdaac.com for periodic updates