

Standard Migration Options

A legacy CORE™ or GENESYS™ software license that is current on Software Maintenance and Support Coverage (“maintenance”) – including all active subscription licenses – may be migrated to the equivalent GENESYS 2023 (or later) software license at no cost. See the license equivalency table below. The maintenance fees for the new GENESYS 2023 software license will apply beginning with the next maintenance renewal date after the migration.

License Equivalency Table

CORE 9 – GENESYS 2022 R2 License		Equivalent GENESYS 2023 License	
Edition	License Type	Software	License Type
Essentials	Named	GENESYS	Named
Essentials	Floating	GENESYS	Floating
Spectrum	Named	GENESYS Pro	Named
Spectrum	Floating	GENESYS Pro	Floating
Server	N/A	Server 25	N/A
Web Server	N/A		

- NOTE:**
1. For additional information regarding GENESYS 2023 product options, please see [What's New In GENESYS](#).
 2. The peer-to-peer collaboration feature of the former GENESYS Collaborative Edition is discontinued in GENESYS 2023. If you are actively leveraging the collaboration feature, please contact your Account Manager or our Support Team to discuss options.

A legacy CORE or GENESYS software license that is *not* currently covered on maintenance may be migrated to a GENESYS 2023 (or later) license by purchasing a software upgrade to the desired GENESYS 2023 license according to our standard pricing / terms and conditions.

Special Migration Promotions

Through June 30, 2024, Vitech is offering the following special migration promotions for legacy CORE and GENESYS software licenses:

Free Conversions Licenses that are *current on maintenance* may be migrated to any chosen GENESYS 2023 license (excluding Server 100) at no cost. The price corresponding to the new product will take effect at the next maintenance renewal date.

Reinstatement Waiver Licenses with *lapsed maintenance* may be reinstated and upgraded to a GENESYS 2023 Named License by paying the maintenance fee for the new license for a minimum of 12 months.

Note: These promotions may be altered or terminated at any time, without prior notice. In such a case, Vitech will honor outstanding quotes issued prior to the change.

GENESYS™ 2023 Migration Guide

Migration Certificate	<p>Vitech will create a migration certificate for each legacy CORE or GENESYS software license migrated to GENESYS 2023, documenting the replacement license type, serial number, and projected annual maintenance fee. The migration certificate must be acknowledged by the responsible party for the specified license(s), per Vitech's license records, or another authorized representative of your organization.</p>
Migration Process	<p>To request a migration to GENESYS 2023, email support@vitechcorp.com and provide the serial number(s) of the license(s) you wish to migrate and the desired GENESYS 2023 license type(s). We will confirm your migration options and initiate the migration process.</p> <p>Our process to ensure that you are satisfied with your migration election is as follows:</p> <ul style="list-style-type: none">• We will initially send you a temporary activation of the requested GENESYS 2023 license(s).• In parallel with the temporary license key(s), we will send a GENESYS 2023 migration certificate specifying the replacement license(s) and serial number(s).• Upon receipt of the signed GENESYS 2023 migration certificate, we will provide instructions for cancelling your legacy CORE / GENESYS license(s).• Once we confirm the cancellation of the legacy CORE / GENESYS license(s) we will send the final update / extension of the GENESYS 2023 license key(s). <p>If you choose not to migrate to GENESYS 2023 prior to your next scheduled maintenance / subscription renewal quote date, we will generally provide preliminary renewal quotes for each license based on the License Equivalency Table on page 1. However, you may request quotes for other migration options as described herein.</p> <p>Your migration election for a given legacy CORE / GENESYS license will be considered final as of the earlier of the following actions with respect to that license:</p> <ul style="list-style-type: none">• Returning the signed GENESYS 2023 Migration Certificate,• Receiving the final / permanent GENESYS 2023 license update, or• Procuring maintenance under the GENESYS 2023 price list. <p>After your migration election is final, you may still convert a license to a different GENESYS 2023 (or later) product in the future by paying the difference in the list prices of the two products (and associated maintenance) according to our standard pricing / terms and conditions.</p>
Additional Information	<p>For additional information regarding the migration options and process, please email support@vitechcorp.com, or call +1 (540) 951-3999.</p>