

Summary Points

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Upgrade Details

Applied Tech Global (ATG) will be undergoing an application upgrade on Saturday, April 15th, 2023 at 1PM ET (5PM UTC). This change will last 2 hours or less. The time and date coincide with regularly scheduled maintenance events so as to reduce the overall impact.

Benefits to Application

The highly anticipated **Widget ABC** will be deployed across all clusters, improving transaction speed, as well as system stability and security. The new enhancement will replace our application's current processing methodology and allow ATG to remain competitive in the Widget market. It will include an artificial intelligence (AI) module and employ the favored Synchronous Processing (SP) attributes.

Impact to Users

During the upgrade, ongoing transactions on the ATG platform will be interrupted, however no data loss is anticipated. Only user Admin access will be temporarily impacted. Submissions will be queued and processed in the order received, once the system is back up and running. This event will be seamless to your clients given that the front-end interface will remain online. As a reminder, our application has built-in redundancy for your protection. Any planned delay in processing presents no risk to collected data. Snapshot capturing precedes all maintenance and we stand ready to roll back to prior revisions should unforeseen issues arise.

Support

Upon completion, we will notify you according to the preferred method of communication indicated in your user profile. We will also include a portal link where you will find support material for the new **Widget ABC**, in case you had not been able to attend previously scheduled training sessions.

We are excited to be able to offer this upgrade to all our clients ahead of forecast plans. Please contact our 24x7 support line with any questions.

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