

## SOFTWARE SUPPORT

### ***What is InterDyn AKA's Software Support Plan?***

InterDyn AKA's Software Support Plan provides you with one number to call to obtain assistance for all aspects of your business solution. Our support staff will assist you via telephone or email, and if required, we will use remote connectivity tools to view exactly what is on your screen so we can step you through your issues as if we were looking over your shoulder. By signing up for our Software Support Plan, you will assure that you continue to receive the benefit of our outstanding knowledge and skills long after your system implementation is complete.

### ***What does the Software Support Plan include?***

Our Software Support Plan includes:

- Troubleshooting and correcting issues with Microsoft Dynamics software and third party software arising from customer's use within the software's intended functionality
- Corrections to reports, screens, inquiries, configurations, or other deliverables provided by AKA during software implementation
- Corrections to products, interfaces, or other customizations created by AKA to work in conjunction with Microsoft Dynamics software or third party software
- Answers to questions by trained users about everyday use of purchased Microsoft Dynamics software, third party software and AKA reports, data conversions, modified screens, integrations and module customizations
- Answers to questions by trained administrators about workstation installations, remote connectivity, SQL Server database and disaster recovery

### ***What if we call with a request that is not covered in the Support Plan?***

If you call our support desk to request services that are outside the scope of the Software Support Plan, we can simply schedule one of our consultants to perform that work on the same time and materials basis as we have during your implementation. The services that fall outside the scope of the Software Support Plan are:

- Training on product use
- Additional reports, queries or screen modifications
- Additional customizations or interfaces
- Fixing any reports, queries, screen modifications, customizations or interfaces that we have delivered if you have changed these yourself or if your system environment changed from when we delivered them
- Reinstalling or configuring applications and databases due to hardware failure

### ***What is the customer's responsibility?***

In order to ensure AKA can maximize our support effectiveness, you are expected to comply with the following:

- You must be in compliance with the license agreements from Microsoft and third party software products
- Your hardware must meet the minimum requirements that Microsoft has specified to operate the software
- Your users must be minimally trained in the products per our recommendations
- Your internal systems or information technology people must follow our installation and maintenance guidelines and recommendations

### ***What does it cost?***

Software Support Plan pricing begins at 9% of the list price for all products being supported. There is a minimum annual fee of \$3,500 required. Adding customizations or interfaces may increase your support price. Included with this price is a training voucher that can be used for a day of training at any of the courses we offer including, What's New classes, Workstation Installation and Database Administration, and Year-End Closing. In addition, you receive two free passes to our annual Vision User Group Meeting in midtown Manhattan.

### ***What are the hours of operation?***

Support Hours cover 9 to 5 Local Time. Support required during hours outside this range can be scheduled in advance and may be subject to additional charges.

### ***INTERDYN AKA ANNUAL MAINTENANCE PLAN***

The InterDyn AKA Maintenance Plan was designed to ensure your business systems will continue to operate at their optimum potential while keeping costs within a predictable, affordable annual budget. This program provides a selection of services that will help you keep your solution up to date and performing efficiently year after year. The InterDyn AKA Maintenance Plan offering includes Software Support, Upgrade Assurance, and Systems and Database Maintenance.