

SERVICES AND SUPPORT PLAN DETAILS			
Feature	<i>"Basic" Plan:</i> STRATUS	<i>"Help with Everything" Plan:</i> CUMULUS	<i>"Please Create Everything" Plan:</i> CIRRUS
SLA			
Target SLA diagnostic response time Note: Problem severity may influence response time	Two-to-four business days	Four-to-eight business hours	Two-to-four business hours
Support and Enhancement Tickets			
Issues			
Technical "break-fix" error problems	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
"How Do I" questions (existing functionality)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Data-related issues (e.g., hung transaction)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
ERP processing issues	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Security related issues	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Troubleshoot and report issues (i.e., "bugs") to Acumatica or other software vendors and manage the issue resolution process	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Document issue resolutions and/or workarounds	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Enhancements			
Recommend and discuss system enhancements and improvements		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Brainstorming and blue- sky planning calls		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Financial report writing		Assist	Create

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Other (non-Financial) report writing		Assist	Create
Generic Inquiry writing		Assist	Create
Dashboard creating/ modifying		Assist	Create
Notification creating		Assist	Create
Webservice Endpoint configuration		Assist	Create
Data Provider creating		Assist	Create
Import/Export Scenario creating		Assist	Create
Approval Workflow		Assist	Create
Creation of Business Event		Assist	Create
Create Schedules for Automated Transaction Processing		Assist	Create
Email, SMS, Push Notification Templates		Assist	Create
Approval Workflow		Assist	Create
Business Event Development		Assist	Create
Training			
Go-live training	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Training is recorded and delivered for anytime reference	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Role-based, new employee training as needed			<input checked="" type="checkbox"/>
Administrator function			
Administer user accounts		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Restrict access to and updating of information Enforce		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
segregation of duties via Access Roles		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Audit User activities		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Configure emailing		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

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Configure FTP synchronization		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Configure Mobile Notifications		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Monitor system use, health, and capacity		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Assist with Annual auditor requests		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Support Ticket Reporters			
Number of users per company that can submit tickets Additional users may be added as inform-only by copying them on the ticket submission	One User	Two Users	Up to Three Users
Updates			
Build-update deployments (As needed for bug-fixes when recommended by Acumatica Technical Support) ¹	Included	Included	Included
Upgrade to New Release			
Frequency (Subject to release schedule by Acumatica and third-party publishers where applicable)	One upgrade included at no charge every two years	One upgrade included at no charge each year	Up to semi-annual upgrades included at no charge
Software Upgrade projects	Basic test plan provided	Basic test plan provided	Custom test plan provided
Other			
Scheduled 15-minute stand- up call	Monthly	Bi-Monthly	Preference of Semi-weekly/ Weekly
Number of Users that can access to Company Specific Documentation Space for Acumatica	One User	Two Users	Up to Three Users
Acumatica Online documentation and knowledge base	Included*	Included*	Included*
Acumatica Open University	Included*	Included*	Included*
Acumatica Community forums	Included*	Included*	Included*

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Acumatica Product suggestions and voting	Included*	Included*	Included*
Acumatica Product downloads	Included*	Included*	Included*