

Sceris[®]

At ScerIS, information is alive!

ScerIS Support Options



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Maintenance and Support

ScerIS provides a single resource for attaining support for all products and solutions purchased through ScerIS. Standard support is provided during the hours of 8:00 am to 5:00 pm (ET) Monday through Friday, excluding ScerIS holidays. A list of holidays observed by ScerIS is listed at the end of this document. Additional support options are also available that include evening, weekend or 7x24 support.

Maintenance

All customers that have active maintenance agreements are entitled to hardware and software support in accordance with their specific Software Maintenance Agreement. The types of services offered are determined by the specific type of agreement.

ScerIS Software Maintenance Agreement

Customers with an active ScerIS software maintenance agreement are entitled to a number of benefits to help protect the value of their system. These services include:

- Access to new versions of ScerIS software that are covered under the maintenance agreement.
- Ability to purchase time and material support.
- Ability to purchase support packs.
- Software error and defect resolution services.
- Complimentary annual health assessment of ScerIS products and solutions.

As part of the software error and defect resolution services, ScerIS will review all reported cases of defects and make a determination if the reported issue is a defect. If the issue is determined to be a defect in the standard unaltered ScerIS product, then ScerIS will work to provide a work-around until a corrected version of the software can be provided. In the event that the defect is resolved in our currently generally available product, ScerIS will not have an obligation to resolve the issue but ask the customer to upgrade to that release.

In cases where the issue is not a defect (i.e. configuration issue, misunderstanding of how the feature is designed to work, related to custom programming, etc.) then the time spent discussing the reported issue, any time to make adjustments to the configuration, training on how the feature works and other related tasks will be considered billable support calls.

ScerIS does not charge an annual maintenance fee on custom software, custom programming, custom interfaces or utilities. These items, along with any other items where maintenance has not been charged are excluded from the ScerIS maintenance agreement. Any reported software errors, including defects, will be investigated and corrected at the standard billable rates in effect at the time the service is performed.

Scanner Maintenance

Scanner maintenance is provided through a third party company and varies between scanner manufacturers. Please contact ScerIS with any questions as to the specific benefits that you may be entitled to through your scanner maintenance agreement. ScerIS will assist in scheduling service for covered equipment upon customer request.

Server and Workstation Maintenance

Server and Workstation maintenance is handled by the hardware manufacturer. If an extended warranty was purchased through ScerIS, additional information on coverage terms and benefits will be provided directly from the hardware vendor or their designee. ScerIS will assist in scheduling service for covered equipment upon customer request.

AnyDoc Software Maintenance

ScerIS provides certain services to customers that are under a maintenance agreement for their AnyDoc software products. These services include:

- Access to new versions of all generally available AnyDoc software that is covered under the maintenance agreement.
- Access to special software patches that may be released to correct a defect that has been identified in the AnyDoc Software that is under maintenance as a result of a support call being initiated.

ScerIS does not charge an annual maintenance fee on custom programming including rules configuration in the AnyDoc or AnyApp solution. Reported software errors, including defects, in a solution that are determined to be with custom programming or configuration will be investigated and corrected at the standard billable rates in effect at the time the service is performed.

Support and Value Added Services

ScerIS offers its customers additional services to increase the benefit of their ScerIS solutions. These services are provided on a fee for service basis. Some of the services offered under Support include:

- Administrative help with passwords, user accounts and security levels.
- Assistance with creating or modifying folders or drawers.
- Training on specific functions of products or solutions.
- Small changes or modification of AnyDoc solutions or ScerIS Form Overlays.
- Installation or reinstallation of purchased software.
- Assistance with backups, server logs or other server and pc administrative tasks.

Support and Value Added Services Pricing

There are two types of support services that can be purchased. The most common types of support options will be reviewed below. If you do not see an option that matches your specific needs, please contact your Sales Executive or call the Technical Support line to discuss your needs.

Support Pack Pricing

Customers with an active and fully paid Software Maintenance Agreement in place have the option to purchase a prepaid hourly support pack. This can provide a more economical solution for customer support service costs is not subject to minimum time requirement per support request.

The time that ScerIS Technical Support spends with the customer or on the customer's behalf is applied against the pre-purchased customer support service pack. Time will be deducted from the pre-purchased paid hourly pack based on actual time (in minutes) used.

Customer support service packages are non-refundable and non-transferable. This support pack will be available for one (1) year from the date of purchase. Any unused time will expire at the end of the agreement term.

There are two types of support packs that can purchased. The most common type of support pack is for offsite or telephone support. The second type of support pack is for on-site support.

Support Pack Pricing (as of 5/1/2012 - subject to change without notice) Monday – Friday 8a-5p Eastern, excluding holidays

Off-Site / Telephone Support Pack Pricing

| | Purchase Price* (in US\$) | Effective Hourly Rate |
|----------------------|---------------------------|-----------------------|
| 5 Hour Support Pack | 1,000.00 | 200.00 |
| 10 Hour Support Pack | 1,800.00 | 180.00 |
| 20 Hour Support Pack | 3,200.00 | 160.00 |
| 30 Hour Support Pack | 4,500.00 | 150.00 |
| 40 Hour Support Pack | 5,000.00 | 125.00 |
| 50 Hour Support Pack | 5,500.00 | 110.00 |

On-Site Support Pack Pricing

| | Purchase Price* (in US\$) | Effective Hourly Rate |
|----------------------|---------------------------|-----------------------|
| 5 Hour Support Pack | 1,500.00 | 300.00 |
| 10 Hour Support Pack | 2,700.00 | 270.00 |
| 20 Hour Support Pack | 4,800.00 | 240.00 |
| 30 Hour Support Pack | 6,750.00 | 225.00 |
| 40 Hour Support Pack | 7,975.00 | 199.38 |
| 50 Hour Support Pack | 9,000.00 | 180.00 |

* Sales tax is additional where applicable.

Travel and living expenses incurred in conjunction with On-Site Support are billed as actual costs. Travel time is billed at 50% of actual travel time at the effective hourly rate.

Time and Material Pricing

For those customers who do not wish to purchase a support pack, ScerIS offers a time and material option. Under this option, there is no pre-purchase of support time required, however, there are minimal charges that apply. Time above the minimum will be billed in hourly increments, rounded up to the next full hour.

Time and Material (T&M) Pricing (as of 5/1/2012 - subject to change without notice) Monday – Friday 8a-5p Eastern, excluding holidays

| Support Type | Hourly Rate | Minimum Charge |
|--------------|-------------|----------------|
| Off-Site T&M | \$200.00 | 1 Hour |
| On-Site T&M | \$300.00 | 4 Hours |

Travel and living expenses incurred in conjunction with On-Site T&M Support are billed as actual costs. Travel time is billed at 50% of actual travel time at the T&M onsite rate.

All authorizations to purchase support or authorize time and material pricing must be in writing (email, fax or mail) and include the billing contact details. A template has been provided at the end of this document that can be used to expedite the purchase of support packs.

Opening a Support Instance

To request service, please contact ScerIS Technical Support at **978-218-5064, 978-218-5000** or **888-678-4722**. A support instance may also be initiated through email at scerissupport@sceris.com, however a phone call is the recommended method of opening a support instance.

Upon contacting ScerIS please be prepared to provide the following information:

- Company name
- Your name
- Phone number
- Email address
- What products you have and their version numbers
- The reason for the request for service
- The priority of the issue

If the support issue is causing a work stoppage in the production environment, this information should be communicated to the ScerIS support engineer. ScerIS highly discourages the use of emails to initiate support for production down support requests.

In the event that the request is determined not to be covered under a maintenance agreement, then the support pack or T&M support will be charged. If ScerIS determines that the services are covered under a maintenance agreement, then no charge will be made.

Call Prioritization

Calls are answered in the order they are received for the creation of a support ticket and the determination of severity. Once the priority has been established, the support engineer will work with the caller to resolve the issue or schedule a time for a later call back. If the support issue is causing a work stoppage in the production environment, this information should be communicated to the support engineer.

In order to assist with problem resolution, ScerIS may request that the customer perform diagnostic procedures, provide written documentation outlining problems encountered, or provide remote access to workstation(s) and/or server(s) as necessary.

ScerIS Holidays

ScerIS will be closed for standard support on the following holidays:

- New Year's Day
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day & Day after Thanksgiving
- Christmas Eve
- One floating holiday per year



Telephone (Off-Site) Support Pack Order Form

Please complete the form and email to scerissupport@sceris.com.

| | | | |
|---------------------------------------|-------|--------|-------|
| Company Name: | _____ | | |
| Billing Address: | _____ | | |
| (Include Street, City, State and Zip) | _____ | | |
| Contact Name: | _____ | | |
| Contact Telephone: | _____ | Email: | _____ |

| | | | |
|-------------------|-------|--|-------|
| Number of Hours: | _____ | | |
| Purchase Order #: | _____ | If required for an invoice to be paid. | _____ |
| Effective Date: | _____ | If not effective immediately upon receipt. | _____ |

Off-Site / Telephone (as of 5/1/2012, subject to change without notice)

| | Purchase Price* (in US\$) | Effective Hourly Rate |
|----------------------|---------------------------|-----------------------|
| 5 Hour Support Pack | 1,000.00 | 200.00 |
| 10 Hour Support Pack | 1,800.00 | 180.00 |
| 20 Hour Support Pack | 3,200.00 | 160.00 |
| 30 Hour Support Pack | 4,500.00 | 150.00 |
| 40 Hour Support Pack | 5,000.00 | 125.00 |
| 50 Hour Support Pack | 5,500.00 | 110.00 |

Approver's Name _____

Approver's Title _____

Date Approved _____

Payment terms: Net Due Upon Receipt



On-Site Support Pack Order Form

Please complete the form and email to scerissupport@sceris.com.

| | | | |
|---------------------------------------|-------|--------|-------|
| Company Name: | _____ | | |
| Billing Address: | _____ | | |
| (Include Street, City, State and Zip) | _____ | | |
| Contact Name: | _____ | | |
| Contact Telephone: | _____ | Email: | _____ |

| | | | |
|-------------------|--|--|--|
| Number of Hours: | _____ | | |
| Purchase Order #: | _____ If required for an invoice to be paid. | | |
| Effective Date: | _____ If not effective immediately upon receipt. | | |

On-Site (as of 5/1/2012, subject to change without notice)

| | Purchase Price* (in US\$) | Effective Hourly Rate |
|----------------------|---------------------------|-----------------------|
| 5 Hour Support Pack | 1,500.00 | 300.00 |
| 10 Hour Support Pack | 2,700.00 | 270.00 |
| 20 Hour Support Pack | 4,800.00 | 240.00 |
| 30 Hour Support Pack | 6,750.00 | 225.00 |
| 40 Hour Support Pack | 7,975.00 | 199.38 |
| 50 Hour Support Pack | 9,000.00 | 180.00 |

* Sales tax is additional where applicable.

Travel and living expenses incurred in conjunction with On-Site Support are billed as actual costs. Travel time is billed at 50% of actual travel time at the effective hourly rate.

Approver's Name _____

Approver's Title _____

Date Approved _____

Payment terms: Net Due Upon Receipt