



SYSPRO™ USER SUPPORT PROGRAM

Support Program Benefits:

- ▶ Increase staff productivity
- ▶ Minimize work interruptions
- ▶ Optimize software functionality
- ▶ Budget support costs on an annual basis
- ▶ Prevent application erosion

Let us do what we do best...
So you can do what you do best.

For more information, contact:

RTE

p. 320.252.6830
f. 320.252.1989
support@rte-inc.com
866-580-RITE
(866-580-7483)

RTE reserves the right to annually adjust the support plan to best serve the support partnership with our customers.

Partnering for Success

You want to maximize the return on your investment by getting the most out of your software. We want to help you resolve issues before they turn into major problems.

Many organizations find it easier to budget annually for support costs rather than deal with periodic invoices based on usage. Our customers have expressed a desire for simple, convenient access to RTE technical support.

In response to these requests, we are pleased to offer the RTE SYSPRO User Support Program. This program provides a full year of software technical support for an annual fee, allowing you to make the best use of your resources by depending on RTE's resources for support.



Recommended for all SYSPRO users

This program is designed to be an affordable, valuable solution for everyone.

After approximately one call per user, per month, the program pays for itself.

In addition to SYSPRO software support, RTE's SYSPRO User Support Program includes:

- ▶ Reduced rate for RTE professional services
- ▶ Toll-free number, email, fax, web site
- ▶ FTP Site
- ▶ Upgrade readiness assessment
- ▶ Educational webinars for your staff

Users	Annual	Average Cost per Month
1-4	\$1,200	\$100
5-8	3,000	250
9-12	3,600	300
13-16	4,200	350
17-24	4,800	400
25-32	5,400	450
33-48+	6,000	500

NON-SUPPORT SERVICES

The RTE SYSPRO User Support Program includes remote software support for SYSPRO modules. For additional professional services such as the services listed below, the RTE SYSPRO User Support Program entitles clients to a discount on hourly rates.

- ▶ On-Site Assistance, Implementation, Training
- ▶ Hardware Support / Operating System Support
- ▶ Project Management Services
- ▶ Upgrade Assistance
- ▶ Customization / Programming Services

FREQUENTLY ASKED QUESTIONS:

How do I know if a service is covered? Generally, anything we can resolve remotely, by instructing you what to do, will be covered under the support plan. When you call and explain your issue, support personnel will let you know when the service required moves beyond what is provided within the support program. At that time you will be given a choice how/if you want to continue with our services. Services exceeding an hour usually involve a non-support type of service.

I have a support person at RTE that I believe knows the answer to my question. Can I call them directly to answer my questions if I know they will have a ready answer? Our service dispatch system success is dependent on a process that involves logging all of your calls through a central service. Please call 866-580-RiTE (7483) or email to support@rte-inc.com so we can provide measurable quality customer service. If possible, we will assign the service ticket to the person you are requesting.

What if our call goes to voice mail and we need immediate assistance? For emergency situations, you always have the option of calling SYSPRO directly. We encourage you to try to reach us first, as SYSPRO will bill you for any services they provide.

What kind of response time can we expect when we contact you for technical support? We are able to dedicate full-time support personnel to manage requests for service during business hours. Our goal is to acknowledge your need as soon as possible (generally within two hours) and resolve your issue according to its urgency.

We are implementing SYSPRO and going through all of the setup features. What services are included? Implementation services are not covered under the support program as they require extensive planning and discussion. As implementation progresses and specific questions arise, we can help users remember where to find a setup option. Training, screen customization, VB scripting, custom programming and setup options are part of implementation services billed at standard rates.

What assistance is covered in creating a new SYSPRO report? If you want to create the report yourself, we are available to answer your questions. If you have not been trained for this and want training, it is available as a chargeable service through RTE, or you could sign up for the SYSPRO Learning Channel. If you want RTE to create the report for you, we will submit an estimate for the work for your approval. You may also make use of the online services to share report templates with other users.

My server is down. What services are covered? We will do whatever we can to get you back up and running. In general, hardware and operating system issues are not covered under the support program. We may be able to provide assistance over the telephone and through remote access. If we jointly agree that the situation requires us to work on-site to get your system up more quickly, the standard hourly rate will apply.

I want to upgrade my version/port of SYSPRO. What is covered under this program? We can help you assess the value and impact of an upgrade. We can also walk you through the software installation. Custom programming/data migration requires additional work and will be a chargeable service.

I want to move from C-ISAM to SQL. What services are covered under this program? We recommend that you utilize your own technical personnel for this migration. We can provide remote assistance to knowledgeable personnel when possible. Any migration of data that you need us to perform will be billed at standard rates.

I want to create a SYSPRO test company. Can you help? Yes, some of this requires technical knowledge so we prefer to work with your technical personnel to accomplish this.

I would like to see if there is a shortcut to one of my repetitive software tasks. Is this covered? Yes, you may also make use of the online forums to solicit ideas from other users.

What happens if I decide that the support program is not a fit for our company? We believe the support program will benefit everyone. However, if you prefer to return to per-incident support solution, you can choose to not renew your support program the next year. The support program is designed to level support demand over a full year.

Can we make monthly or quarterly payments instead of an annual one? Special arrangements may be made upon request. Because of the affordability of this program, we believe you will find it convenient to handle the paperwork once a year.
