

DESCRIPTION OF SERVICES

QuantumPM Technical Support is dedicated to providing quality in a timely and efficient manner. The purpose of these support services is to provide ongoing remote support to assist clients with issues and problems that arise during the ordinary course of managing an EPM deployment. Our support department operates remotely (off your premises).

Assistance can be provided to help with operational and technical problems as they arise when using the Microsoft Office Enterprise Project Management (EPM) Solution (Microsoft Office Project Server, and Microsoft Office SharePoint Server) and QPM products and services including QPM custom solutions.

Support activities generally include:

- Documentation of each support request.
- Clarification and/or investigation of root cause for each request.
- Documentation of issue resolution and/or status.
- Email and/or telephone response for each issue.

Support Type	Description
Inquiry	<ul style="list-style-type: none"> ■ Single inquiry that can be resolved in a single email reply or phone call lasting 5 minutes or less. ■ Inquiries must be related to products and services as defined in the Scope of Services section.
Incident	<ul style="list-style-type: none"> ■ Issues requiring support services beyond the scope of an inquiry but limited to a maximum of 4 hours* of effort. ■ Error analysis and corrective actions for Microsoft supported EPM products and solutions and QPM custom solutions or licensed products. ■ Installation of QPM custom software. ■ Installation support of software updates such as hot fixes and service packs for Microsoft supported EPM products and QPM customer solutions or licensed products. ■ End-user one-on-one training through the client contacts as defined in Section 6.0 below ■ Best Practice advice. <p>*Note: Issues estimated to require more than 4 hours to resolve may be defined as a project and are outside the scope of this contract.</p>
Project	Anything that falls outside of the scope of this contract, as determined by QPM, may be defined as a project. These types of requests may be considered a separate engagement and a unique SOW for the services will be provided

SERVICES OVERVIEW

Type of Request	Definition	Acknowledge Receipt of Request	Resolution Estimate Response Within:
Routine	Non-critical problem that affect subset of users.	4 hours	1 business day
Urgent	Critical issue. System is unavailable, inoperable or degraded to a level that makes the system unusable for multiple users.	4 hours	Within 4 hours of acknowledgment
Enhancement/Maintenance	System configuration changes, periodic maintenance.	8 hours	As scheduled

CORE BUSINESS HOURS:

Core business hours will be from 9:00am - 5:00pm Mountain Time, Monday through Friday (EXCLUDING US Federal holidays). The response times provided in the chart apply during core business hours regardless of when the request is submitted.

SUPPORT SERVICES PACKAGES

QPM provides the following support Packages. All plans are prepaid with a term of one year. All packages will expire at the end of 12 months and cannot be carried forward.

❖ Per Incident charge w/o contract: \$500 (credit card only)

QLite Pack

: Includes up to 5 Incidents and up to 5 Inquiries

Cost: \$1,500
One-time set-up fee: \$1,500

QStandard Pack

: Includes up to 20 incidents and up to 20 Inquiries

Cost: \$5,000
One-time set-up fee: \$1,500

QElite Pack

: Includes up to 50 Incidents and unlimited Inquiries

Additional Service included:

- Up to two scheduled annual remote EPM and Technical configuration reviews. Analysis will be documented and provided to client.

Cost: \$10,000
One-time set-up fee: \$1,500

QComplete Support

*Request a quote

: Customized support offering for full application support including unlimited Incidents and unlimited Inquiries.

Possible additional services include:

- Additional scheduled remote EPM and Technical configuration reviews. Analysis will be documented and provided to client.
- Monitoring and analysis of logs and server performance.
Note: Requires remote access to client servers.
- Priority service
- Additional customized services as required.