

ADVANCED RECORDS MANAGEMENT

SUPPORT FEATURES

| Feature | Platinum | Gold | Standard |
|--|---|--|--|
| Hours of Operation | 10 Hours/Day Monday–Friday, PLUS out of hours support as needed | 10 Hours/Day Monday–Friday | 8 Hours/Day Business Days |
| Length of Service | 1, 2 or 3 Years | 1, 2 or 3 Years | 1, 2 or 3 Years, Payable in advance |
| Product Updates | Yes | Yes | Yes |
| Product Upgrades | Yes | Yes | Yes |
| Products Supported | All Products | All Products | All Products |
| Applications Supported | All Applications | All Applications | - |
| Method of Access | Telephone/Web | Telephone/Web | Telephone/Web |
| Response Method | Telephone/Email | Telephone/Email | Telephone/Email |
| Remote Support | Yes | Yes | Additional |
| Access to ARM Web Site | Yes | Yes | Yes |
| Access to product vendors Web site | Yes | Yes | Limited |
| Access to agreed Discussion Forums and Knowledge Base | Yes | Yes | - |
| Max Number of Support Administrators per Contract | 2 | 2 | 1 |
| Number of Support Requests | Unlimited | Unlimited | Unlimited |
| Target Response Times Critical (Severity 1) Major (Severity 2) Minor (Severity 3) Cosmetic (Severity 4) | 2 business hours 2 business hours 4 business hours 12 business hours | 2 business hours 4 business hours 12 business hours 12 business hours | 4 business hours 8 business hours 12 business hours 12 business hours |
| Escalation of Severity 1 & 2 items to original vendor | Yes | Yes | Yes |
| Business Hours Australia/New Zealand | Monday - Friday 8 a.m. to 6 p.m. (Sydney AEST) | Monday - Friday 8 a.m. to 6 p.m. (Sydney AEST) | Monday – Friday, excluding holidays 8 a.m. to 6 p.m. (Sydney AET) |
| Overnight active working with Worldwide Vendors | Yes as appropriate | - | - |

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| Reduced Cost access to offsite Professional Services Help | Yes Up to 5 days for \$4,500 total in yearly contract, then 20% discount from current rates for continued effort on same problem | Yes Up to 3 days for \$2,700 total in yearly contract, then 20% discount from current rates for continued effort on same problem | - |
| Application Support Fee per annum | Yes | - | - |
| Copies of application environment maintained at ARM for test and problem resolution | Yes | - | - |
| Onsite Health Checks | Yes – May be utilised for version upgrades as well | - | - |
| Weekly or Monthly dial in monitoring of application environment | Yes – Subject to access approval | - | - |
| Reduced Onsite Rates | Access to onsite personnel at current daily rate less 20% discount (excluding costs) for continued support of problems identified that need onsite work | Access to onsite personnel at current daily rate less 20% discount (excluding costs) for continued support of problems identified that need onsite work | - |
| Access to new features and code | For some specific applications ARM will make available specific code features if available from other projects | For some specific applications ARM will make available specific code features if available from other projects | - |

- **STANDARD** - is designed for non-critical software products and scanner products that require support during normal business hours.
- **GOLD** - is designed for products, applications and platforms that require support during normal business hours
- **PLATINUM** – is Proactive Support designed to pre-empt issues at your site. Regular on site health checks and monitoring, regular access to ARM specialists and a continued knowledge of your environment help to proactively reduce problems, fix errors before they become problems and ensure a more robust environment.



**Unit 3 / 281 Pacific Highway
North Sydney NSW 2060**

**Sydney (02) 9957 1507
Melbourne (03) 9663 1507
Fax: (02) 9954 1878**

information@arm-images.com.au