

Product Sheet

Maconomy Support Agreement



Maconomy Customer Support Services – Your entry point to qualified help

All organizations encounter occasional hiccups in their daily operations. In these situations, it is vital to be able to restore normal operations as quickly as possible in order to avoid or minimize business impact.

Maconomy's Customer Support Services department (CSS) is your entry point to expert assistance should you experience problems relating to your Maconomy system. CSS helps you to get operations back to normal and to avoid or minimize the impact on your business.

In addition to addressing business critical issues, CSS is also equipped to provide professional guidance and clarification on the daily usage and operation of your Maconomy system.

A Support Agreement is your gateway to the expert services provided by CSS. It grants you access to a well-structured and skilled front line pool of technical and application support consultants providing timely and high quality problem resolution. In order to ensure an outstanding level of specialist knowledge, CSS is organized into individual specialist units focusing on specific industries and products.

Furthermore, we employ team members with different cultural and linguistic backgrounds to ensure that our customers receive support from staff familiar with local conditions and languages.

Our services are designed to ensure that you get the best out of Maconomy. A Support Agreement is an efficient and cost-effective way to optimize your use of Maconomy, thereby increasing the efficiency of your staff and ensuring a strong return on investment from your Maconomy solution..

Maconomy Customer Support Services – How we operate

When you go live with your Maconomy system, you can name two certified users, who can contact CSS either by telephone or e-mail during working hours in Europe and the USA. The certified users can contact CSS with problems, error reporting and help requests related to usage of supported versions of your licensed Maconomy products.

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To be able to offer you immediate help, CSS maintains information about your system – e.g. information about Maconomy version, service pack level, system set-up, system configuration as well as contact information for your certified users.

At CSS, a support consultant will receive your request and register an individual support case with a unique number for later follow-up. All support cases are evaluated and prioritized based on the significance of the issue for you and your business performance.

Together with the support consultant, you decide which priority should be allocated to your issue. In some situations the support case cannot be solved without logging on remotely to your Maconomy system. Therefore, CSS often requires remote access to your system to allow our product specialists to further analyze and diagnose the problem. CSS offers you a choice of four connection options to ensure a safe and secure remote access connection to your system.

In case of serious business critical errors where it is not possible to provide an immediate work-around, Maconomy will provide a service pack to correct the specific error. The installation of the service pack will be done via remote access to your Maconomy system. Installation of a service pack is not covered by the Maconomy Support Agreement.

Maconomy Professional Services & Support Agreement – Options

Maconomy Customer Support Services offers a number of additional services that are aimed at solving potential problems before they arise. These services are designed to give you increased operational stability and keep your Maconomy environment operating at peak performance.

- With a System Check Agreement Maconomy will log on to your system on regular basis to monitor system stability. This includes a check that the backup is running as intended and that the database is operating optimally. As a result of this check Maconomy will send you a status report including recommended actions to be taken.
- With a Service Pack Installation Agreement you pay a fixed yearly fee to get service packs installed. This allows you to take advantage of system improvements as they are released, and yet avoid unforeseen expenses. You can choose to get all or just some of the service packs installed. These services are offered as supplementary options to the Support Agreement..

Other Services

Customers will, from time to time, come across other issues and service requirements that are not covered by the Maconomy Support Agreement. Examples of these additional services are:

- Development requests
- Service pack installations
- Upgrades to new versions
- User training
- Introduction to new functionality (training)
- Modifications of system set-up
- Error reporting on de-supported Maconomy versions
- Error reporting and support on specific development projects or products not included in the list of your licensed Maconomy products

These areas should be discussed with your Account Manager. Alternatively, you can contact CSS, who will ensure that you are directed to the relevant person to handle the request.



Maconomy Support Agreement: Benefits in Brief

- Immediate telephone support available during extended business hours on all workdays from 9 AM Central European Time to 5 PM Pacific Time
- A named consultant takes responsibility for each individual issue for fast resolution
- Professional advice on daily usage and operation of your Maconomy system
- Access to product and industry specialists who get straight to the core of your problem
- Problem solving through remote access to your Maconomy system to ensure fast results
- Supplementary pro-active service options available

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