

Movers Suite

Product Support Agreement

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Product Support Agreement

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Printing Information

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Technical Support

If at any time you experience problem with MoversSuite, we encourage you to contact us as follows:

Toll free: 1.866.750.7255

Phone: 1.970.256.1616

Fax: 1.970.256.1650

Website: www.moverssuite.com

Support: support.moverssuite.com

TABLE OF CONTENTS

PRODUCT SUPPORT	5
1.1 PRODUCT SUPPORT LIMITATIONS	5
1.2 CLASSIFYING THE PRIORITY OF AN INCIDENT	6
1.3 DESIGNATING TECHNICAL CONTACTS	6
1.4 SUBMITTING INCIDENTS TO PRODUCT SUPPORT	7
1.5 RESPONSE TIME GOALS	8
1.6 INCIDENT RESOLUTION PROCESS	9
TECHNICAL SUPPORT FOR THIRD PARTY APPLICATIONS	12
TRAINING SERVICES	13
3.1 DOCUMENTATION	13
3.2 SELF-PACED VIDEO TRAINING	13
3.3 ONLINE INSTRUCTOR LED TRAINING	13
3.4 PRIVATE, FEE-BASED TRAINING	13
CONSULTING SERVICES	15

PRODUCT SUPPORT AGREEMENT OVERVIEW

The Professional Services department of Efficient Workflow Solutions, LLC (EWS) provides an array of support and training services for the MoversSuite and Microsoft Dynamics GP products. Product support is provided from 8:00 a.m. to 7:30 p.m. Eastern Time (ET), Monday through Friday, excluding holidays. Emergency product support is available outside of standard business hours.

The general service offerings include:

- Product support
- Technical support for Third Party Applications
- Training
- Process consulting

The preferred method for submitting a product support incident is through the support website. Incidents logged through the support website receive priority placement in the queue with the exclusion of emergency incidents. The support website can be accessed at <http://support.moverssuite.com>.

If access to the support website is not available, incidents can be submitted by telephoning **(970) 256-1616** and selecting option **2**.

After hours, emergency support can be accessed by telephoning (970) 256-1616. Your call will be forwarded to a product support representative on duty.

The support website should be used whenever possible to research solutions, obtain documentation, submit an incident and communicate on existing incidents.

PRODUCT SUPPORT

Product support is an included service for customers with a current maintenance agreement for their MoversSuite and Microsoft Dynamics GP products. Product support provides assistance in using MoversSuite and Microsoft Dynamics GP products but does not include IT support, business analysis, individual training or consulting, accounting and bookkeeping services.

While it is impossible to detail all of the support services offered through product support, you can expect the following types of assistance with your MoversSuite and Microsoft Dynamics GP products:

- Assistance using general product functions
- Analysis and interpretation of product error messages
- Assistance in identifying product issues
- Provide technical data, workarounds, and patches
- Will submit product issues and enhancement requests to EWS engineers
- Assistance in version upgrades of the MoversSuite product

1.1 Product Support Limitations

- Product support is only for MoversSuite and Microsoft Dynamics GP products. This agreement does not provide support for customer servers/networks, computer operating systems or other third-party software not provided by EWS unless specifically outlined in the license agreement. This includes, but is not limited to, configuring and maintaining backups of any data and software installed on the customer's server(s); this is the sole responsibility of the customer.
- Product support is only provided for MoversSuite and Microsoft Dynamics GP products when used on hardware and operating system versions that meet documented minimum hardware and software requirements.
- Product support does not include in-depth training for existing or new employees or any application consulting. Product support provides answers to simple how-to questions related to the products and will provide limited information regarding standard industry processes. Product support cannot answer questions such as "What's the best way to dispatch my local crew?" or "I need to add a new employee, can you do that for me?" Help with these types of issues can be arranged through available training or consulting options.
- Product support does not include assistance in identifying, solving or reconciling general accounting issues that are not directly the result of problems with the MoversSuite or Microsoft Dynamics GP products
- Product support may limit the time spent on product usage questions to 15 minutes providing the questions could be answered by having the user attend a relevant MoversSuite training course or if documentation addressing the question is available.
- Product support assistance with MoversSuite product upgrades is provided Monday through Friday, 8:00 a.m. to 4:00 p.m. Mountain Time (MT), excluding holidays.
- Product support will only support techniques and workarounds provided by EWS. EWS cannot guarantee that workarounds will not cause other problems nor will EWS support workarounds that resolve problems other than the ones for which they were specifically developed.

1.2 Classifying the Priority of an Incident

An incident is created each time product support is contacted and is assigned a priority level. The priority will need to accurately reflect the severity of the incident according to the following criteria:

EMERGENCY

An incident is an emergency when a major feature of a MoversSuite or Microsoft Dynamics GP product is not functioning and a lack of access to that feature has a critical impact on your business operations. Work cannot reasonably continue and the situation is urgent and a temporary workaround or alternative is not available.

HIGH

An incident is high if functionality in MoversSuite or Microsoft Dynamics GP product is severely degraded or restricted but business or operations can continue.

MEDIUM

A medium incident has minimum impact on business or operations. It may be a non-critical problem or defect that makes a MoversSuite or Microsoft Dynamics GP product inconvenient to use but does not affect its general functionality.

LOW

An incident with a low priority has little or no impact on business or operations. It may be a cosmetic issue that does not impact in any way the functionality of a MoversSuite or Microsoft Dynamics GP product. It may also be a feature request, documentation issue, or question on how to use a product feature.

All product enhancements are classified as low. If you have an enhancement request that you believe is critical to your company's business or operations, please indicate that when opening the incident.

1.3 Designating Technical Contacts

A primary technical contact and one secondary (backup) contact must be designated to address MoversSuite and Microsoft Dynamics GP product incidents with product support on behalf of your organization. These contacts will need to be the MoversSuite and Microsoft Dynamics GP product experts and will be solely responsible for facilitating communication between product support and your organization.

1.3.1 Choosing your technical contacts

The ability of your primary or secondary contact to communicate effectively with product support will ultimately determine how effective support services are for your organization. These individuals are the focal point for contact with technical product support and your organization's internal support.

Technical contacts at your organization will need to have the following abilities:

- Have excellent written and verbal communication skills
- Have an excellent understanding of the moving industry processes and terminology

- Have a thorough understanding of all the support tools available to your organization through the support website including ability to log and research incidents and the ability to use the online help and knowledge base tools, etc.
- Have sufficient training in MoversSuite and Microsoft Dynamics GP products to understand each product and to be considered an expert user of both
- Be able to troubleshoot any issue within Movers Suite Software and Microsoft Dynamics GP and be able to determine whether a particular issue is truly a product-related issue requiring contacting product support or not. **We will assume that all issues will have been adequately investigated prior to contacting product support**
- Be available to all MoversSuite and Microsoft Dynamics GP product users within your organization
- Be easily accessible to support staff and be able to provide timely responses during incident investigations

Having technical contacts that are well equipped with these capabilities will ensure your organization is well represented and important aspects of your operations are effectively communicated.

1.3.2 Training your technical contacts

To be effective in communicating with product support, the primary and secondary technical contacts will need to complete the recommended training for your products. Refer to the MoversSuite support website at support.moverssuite.com for details on provided and supplemental training.

1.4 Submitting Incidents to Product Support

The following steps will need to be taken to ensure that the necessary information is available to resolve your incident:

1. Gather information on the incident
2. Log a new incident on the support website
3. Use the support website to manage the incident

1.4.1 Gather information on incident

Before submitting an incident to product support, gather the information needed to provide product support with data to reproduce and investigate the problem. It is very important to thoroughly prepare the description and supporting data to avoid delays in resolving the incident. Product support may need and request additional information depending on the nature of the incident.

When logging an incident, the following information is required:

- Categorization of the problem
- MoversSuite or Microsoft Dynamics GP product name and version, e.g. Order Information 3.6.10.12345
- Exact full text of any error message and the error number
- The exact steps required to reproduce the problem. After documenting the steps, try them again before sending them to product support to ensure that the steps are correct

- Other explanatory notes regarding the problem. For example, can you reproduce the problem or does it happen intermittently? Does the problem happen to all users or a select few? Does it happen on all workstations or only selected workstations?
- Incident type – question, problem, enhancement or training
- Any attachments relative to the incident

1.4.2 Log a new incident

After the required information has been compiled for product support to reproduce and resolve the incident, log the case with product support by either creating a new case through the support web site, the preferred method for submission and self-management of your cases, or by telephone.

1.4.2.1 Submit an incident through the support web site

To submit a new incident to technical product support, go to the support web site available through <http://support.moverssuite.com>. Provide sufficient detail to allow product support to reproduce the problem and include all necessary attachments. Incidents logged through the support website are automatically placed into the support queue and will be resolved according to their priority level and the order in which it was received.

After submitting the incident, the support site will return an incident number confirming the information submitted. Additional information and attachments can be added to the incident from the support site detail page. Save the incident number and use it for any further communication regarding the incident.

1.4.2.2 Submit an incident by telephone

If for some reason you do not have access to the support website, you can call (970) 256-1616 and select option 2 to create an incident. Incidents submitted by telephone will be entered in to the support queue at the close of current business day and will be in line to be resolved the following business day. This does not apply to the submission of emergency incidents.

Once product support has entered the incident into the support site, an incident number confirming the information submitted will be emailed. The incident will be resolved according to its priority level and the order it was entered on the next business day. Additional information and attachments can be added to the incident from the support site detail page. Save the incident number and use it for any further communication regarding the incident.

1.5 Response Time Goals

Response time is the period starting from when an incident is first logged with product support to when product support first communicates with you regarding the incident, either through the support site, through email, or by a phone call.

When a new incident is created, you will need to prioritize your incident (see *Section 1.2*) according to the severity of the problem. It is important to be as accurate as possible in the prioritization of an incident. Incidents inaccurately prioritized will be corrected by product support and addressed based upon the correct priority level.

Response Time Goals*

Priority/Severity	Response Time
Emergency	1 hour
High	3 hours
Medium	6 hours
Low	12 hours

** All response time goals are based upon EWS' published standard support hours. EWS will make every effort to meet response time goals in every case; however, due to the unpredictability of call volume EWS makes no direct or implied guarantee regarding response times.*

1.5.1 Emergency

An incident is an emergency when a major feature of the MoversSuite or Microsoft Dynamics GP product is not functioning and a lack of access to that feature has a critical impact on your business operations. Work cannot reasonably continue and the situation is urgent and a temporary workaround or alternative is not available.

The response time goal for an emergency incident is one (1) business hour but every effort will be made to respond immediately. Emergency incidents that are created on the support website automatically alert product support that an emergency incident has been created.

1.5.2 High

An incident is high if functionality in the MoversSuite or Microsoft Dynamics GP product is severely degraded or restricted, but business or operations can continue.

The response time goal for a high incident is three (3) business hours.

1.5.3 Medium

A medium incident has minimum impact on business or operations. It may be a non-critical problem or defect that makes MoversSuite or Microsoft Dynamics GP product inconvenient to use but does not affect its general functionality.

The response time goal for a medium incident is six (6) business hours.

1.5.4 Low

An incident with a low priority has little or no impact on business or operations. It may be a cosmetic issue that does not impact in any way the functionality of a MoversSuite product.

The response time goal for a low incident is twelve (12) business hours.

NOTE Feature requests and custom report requests are not subject to this response time goal.

1.6 Incident Resolution Process

Following the submission of an incident a product support representative will work to resolve the incident.

If the incident is a product usage question or the result of user error, product support will provide you with the technical documentation required to resolve the incident.

If the incident is the result of a MoversSuite or Microsoft Dynamics GP product error, product support will attempt to provide you with a workaround to the issue so work can be continued. If a workaround cannot provide, product support will forward the incident to the engineering department for review and fix in a future release.

If the incident involves a third party application and the issue is not directly related to the integration between the products, you may be referred to the vendor of the third party application.

1.6.1 Incident resolution time

After an incident has been submitted, product support will continue to work with you, keep you updated regarding the progress via the support website, and strive to resolve the incident in a timely manner that minimizes the impact on your organization.

Due to the unique nature of many of the incidents product support may receive it is not always possible to provide a specific amount of time that it will take to resolve a specific problem.

1.6.2 Incident Escalation

If an incident requires escalation you can update the incident using the support website or contact product support at (970) 256-1616 with the incident number. Please provide a timeframe in which the incident needs to be addressed and product support will work with you to create a plan of action to resolve the incident within the specified time.

1.6.3 Incident resolution

When your incident is resolved product support will close your case and send out an email from our support website indicating the resolution. Incidents may be closed with a variety of different resolutions and the primary resolutions are described as follows:

- Technical information on a particular feature or function or documentation will be provided
- An alternate procedure (workaround) will be provided
- Formal enhancement request to the engineering department will be submitted (enhancement requests are analyzed and prioritized for resolution in future software releases; submission of an enhancement request does not guarantee when it will be incorporated)
- Incidents for time-sensitive, critical issues will be escalated

1.6.4 Product defects

When critical or serious issues are caused by defects in MoversSuite or Microsoft Dynamics GP products, product support will attempt to provide a resolution to the issue. The resolution may consist of the following:

- Workaround provided
- Enhancement request submitted
- Patch issued (critical issues only)

- Microsoft Dynamics GP contacted

1.6.4.1 Workaround provided

A workaround circumvents a defect by changing your work process. Workarounds may entail some additional, manual effort on your part. However, because of the lead times required to ensure quality in new releases and patches, a work around may be the only resolution possible.

1.6.4.2 Enhancement request submitted

If a product defect is identified or functionality can be improved a formal enhancement request is submitted to the EWS engineering department. Enhancement requests are analyzed and prioritized by EWS for resolution in future software releases based upon a variety of criteria such as the frequency of occurrence, the severity of the issue, and the impact it will have on users at large. Submission of an enhancement request does not guarantee when or if it will be incorporated.

1.6.4.3 Patch provided (critical issues only)

Under very strict circumstances EWS may provide you with a patch only if the following occurs:

1. A product defect is critical (major feature of the product that stops its use) **AND**
2. The product defect is time sensitive in your organization **AND**
3. There is no practical workaround **THEN**

Product support will submit a patch request to the engineering department. Patch requests are reviewed to confirm the critical nature and analyzed to produce the best possible solutions.

Patches may be cumulative and contain fixes to more than one problem. Patches may be made available for download to all customers on the support website.

Problems fixed in a patch will also be fixed in the product's next full release. The technical resolution may differ when implemented in the next full release to accommodate the wider customer requirements and any new functionality. This may require a process change to adapt to the new implementation.

1.6.4.4 Microsoft Dynamics GP

Any critical issue or material defect with the Microsoft Dynamics GP not directly related to the integration with MoversSuite will be submitted to Microsoft for analysis and resolution. Product support will closely monitor the incident submitted to Microsoft but will be limited in its ability to control the pace of the incident analysis and resolution once turned over to Microsoft.

TECHNICAL SUPPORT FOR THIRD PARTY APPLICATIONS

Product support provides technical support for all approved integrations listed below. Technical support is limited exclusively to the specifics of the integration and will not include troubleshooting, setup or training of the third party application. Problems directly outside of the integration will need to be addressed by the vendor of that application.

Product support does not provide any technical support for third party integrations written by customers or other vendors unless specifically contracted.

Approved third party integrations include:

- Office 2003
- IGC QuickMove
- Techmate FirstMate

Refer to the [system requirements](#) posted to the MoversSuite website.

TRAINING SERVICES

EWS' Professional Services offers a variety of training options designed to allow customers the ability to strengthen and expand their employees' competency and use of the MoversSuite and Microsoft Dynamics GP products. The options available to customers with current maintenance agreements include documentation, training clips, online instructor led training, and private, fee-based training.

3.1 Documentation

Documentation regarding MoversSuite can be found on the MoversSuite support website <http://support.moverssuite.com>. Documentation is organized by the following categories and is designed for use by first-time and expert users alike:

- Online Help
- Newsletters
- FAQs
- Knowledge Base
- Upgrade Information
- Training Clips and Webinars

3.2 Self-Paced Video Training

EWS maintains a catalog of video training clips designed to provide your staff with clear and concise demonstrations of how to handle a majority of the tasks they will perform in the application and related modules. Clips are designed to address specific tasks and are organized in courses related to general and specific job roles. All courses provide testing to provide the student and management reports on progress and competency.

Information on training clips and pricing can be obtained by sending an email to training@moverssuite.com.

3.3 Online Instructor Led Training

EWS regularly conducts instructor led training that is available online to all customers with a current maintenance agreement. Class descriptions, training curriculum and registration can be obtained through the training website through support.moverssuite.com.

3.4 Private, Fee-Based Training

As an option, EWS offers its customers private training sessions. Training can be conducted online or onsite at the customer's facility. Proposals for private training can be obtained by contacting an EWS training specialist in Professional Services, or sending an email to training@moverssuite.com.

Private training is subject to availability.

CONSULTING SERVICES

Available to your company is the extensive knowledge and experience of EWS' Professional Services staff have in Movers Suite and related products, Microsoft Dynamics GP products, and in the moving industry in general. Whether it is incorporating new modules, reviewing existing workflows or developing new custom reports, EWS can assist your company in achieving its goals.

Consulting services are provided on a contract basis and can be designed to meet your objectives and budget.

Information on scheduling and pricing for consulting services can be obtained by contacting EWS' Professional Services or sending an email to consulting@moverssuite.com.

Consulting services are subject to availability.