

## *e2b product support and maintenance plans*

Your business management system is the foundation of your business and is essential to your success. e2b products extend your accounting and ERP accounting application with critical features to streamline business processes.

As with any business application, small problems can become large problems very quickly if left alone. Key employee turnover, hardware or environmental failure, new business requirements, and other issues, can all cause disruption to your business, ultimately hitting your bottom line. Client Care plans for e2b anytime apps products and custom modifications to your ERP system give you the reassurance and support that only a team of experts can bring, allowing you to focus on running your business, not your enterprise software.



Our Client Care plans provide a combination of fast, convenient access to our online Customer Portal, unlimited access to our support team, incremental maintenance releases, and periodic version upgrades. These ongoing benefits ensure that your system and your business operate at maximum efficiency. e2b is deeply committed to delivering world-class products and superior support services.

### **Anytime Client Care Plans (Anytime Brand Products)**

#### **Anytime Products (General)**

- Anytime Collect
- Anytime Commerce
- Anytime Assets
- Anytime Docs

#### **Anytime 500 Distribution**

- Enhanced MRP/DRP
- Sales Forecasting & MPS
- Kanban Replenishment
- Quality Management
- Cost Modeling
- Document Control
- Enhanced Inventory/Lots
- Forecast Modeling (optional)

#### **Anytime 500 Manufacturing**

- Engineering Change Orders
- Batch Process Production Entry
- Enhanced Labor Entry
- Enhanced Costing
- Routing / Work Order Step Copy
- Progress Returns
- Sub Work Orders
- Work Order Splitting
- Work Order Allocations

#### **Misc. Sage 500 ERP Add-Ons**

- EDI – Customer Transactions
- Shelf Modifications & Customizations
- Sage 500 ERP Custom Modifications

# Anytime Client Care Plans

## Plan Overview

<b>Plan Requirements</b>	A Client Care plan is required for first-year customers for Anytime brand products. e2b only provides support and new product releases to customers with active plans.
<b>Subscriptions</b>	Subscriptions for Anytime Collect and other products available through a subscription license include Client Care providing access to support and maintenance updates.
<b>Reinstatement Fees</b>	Customers may renew expired Client Care plans. Reinstatement for expired plans includes a reinstatement fee in addition to past-due Client Care costs from the expiration date of the old plan through the renewal date of the new plan.
<b>Product Updates</b>	Anytime Collect updates are provided automatically for customers with an active Client Care or Subscription plan. Anytime 500 products are maintained for each supported version of the ERP system with monthly updates and service packs provided on a periodic basis for the most recent version of the ERP application. Monthly updates for the previous ERP version are maintained on a quarterly basis once the new version is released by the publisher.
<b>Release Schedule</b>	Anytime Collect, Anytime Commerce, Anytime Docs, and Anytime Assets updates are provided periodically as-needed with major versions released 1-2 times annually. Anytime 500 versions are available 60-90 days after major releases from the ERP publisher. Monthly updates for the most recent version of the ERP system are generally available 30-45 days after the publisher's release date.
<b>Retirement Schedule</b>	e2b offers support for the current version and one prior version. For example, e2b Anytime 500 maintenance ended for products version 7.0 when e2b released version 7.20. Maintenance releases for version 7.05 were still provided on a quarterly basis.
<b>Product Training</b>	A QuickStart implementation package is purchased for new customers to provide installation, setup, and end-user training. QuickStart implementation is not intended to be used for consulting, but rather, for assistance with the installation of the product, administrative training, and end-user training for standard features. Consulting services are available for customers who need additional assistance. Customers also have access to pre-recorded tutorials explaining product setup, configuration, and examples of processing daily activities.
<b>Product Support</b>	Product support is available to customers with an active Client Care or Subscription plan. The Client Care plan provides unlimited access to support services via phone or the Customer Portal.
<b>Expertise</b>	Our support and engineering staff has an average of more than 10 years experience with ERP business applications. Support analysts have direct access to our engineering team to answer questions and resolve any issue that you may encounter.
<b>Service Levels</b>	In most cases, our support team can resolve issues in a short period of time – typically on the first call within an hour of the initial support request. Our support desk is staffed with a minimum of 2-3 analysts during normal business hours.
<b>Support Contacts</b>	Client Care plans provide access to support services for up to three authorized contacts from your organization. In most cases, support requests are reported first with the customer's ERP reseller who provides frontline support and will escalate cases to e2b as needed. Customers also have direct access e2b support services if needed.

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<b>Customer Portal</b>	New support cases can be logged in the e2b Customer Portal. The Customer Portal provides access to the latest monthly updates and installers for new versions of Anytime 500 products. The Customer Portal includes a list of open and closed support cases with detailed notes directly from our internal project system. Product documentation, installation instructions, and more information is also available on the Customer Portal.
<b>Support Technologies</b>	Support cases reported through the Customer Portal are logged automatically in our internal project management system and displayed in a queue for the next available support analyst. Critical issues should be reported via phone and will be logged into the project system by the analyst who fields the phone call. All support cases are assigned a unique project number. Email communications include the support case number in the subject of the email routing it directly to our internal application. Remote support is provided using technologies such as Gotomeeting or in some cases direct VPN connections.
<b>Critical Issues</b>	Critical issues that prevent customers from running their business are escalated internally and given priority over other support cases. A hot fix is provided for critical issues and included in future monthly updates.
<b>Non-Critical Issues</b>	In most cases, e2b support services can provide a reasonable work-around or alternative solution for reported issues. A hot fix may not be provided for non-critical issues but will be logged for consideration in future monthly updates. Customers may request a quote to provide hot fixes for non-critical issues.
<b>Customizations</b>	Customizations provided by e2b are not covered under standard Client Care plans. Optional plans are available for customizations. More details are provided later in this document. Alternatively, e2b provides customers with a statement of work for approval to upgrade customizations to future monthly updates or new versions.
<b>Custom Upgrades</b>	It is highly recommended that customers stay as current as possible with new releases from their ERP software publisher and Anytime 500 version releases and monthly updates. However, some customers may not be able to upgrade due to modifications or compatibility issues with third party applications. e2b can provide a statement of work for requests to upgrade older, non-maintained versions.
<b>Billable Support</b>	Support cases related to issues with e2b products are fully-covered by Client Care plans. In some cases, issues reported to e2b are caused by third party products, third party customizations, or they are known bugs in the core ERP business application. These support requests are not covered by e2b Client Care plans. A support analyst will notify the customer of the issue. Upon request, e2b can provide a quote to develop hot fix for reported issues related to the base ERP accounting system.
<b>Contact Support</b>	Support services can be reached via the Customer Support Portal or by phone at 440.352.4700 Monday through Friday from 8 AM to 5 PM EST. Offices may be closed on national holidays.