

Product Support Agreement



SUP CC2

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Document Configuration Management

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Preparation

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Release

Version	Date Released	Description
0.2	22 November 2012	Revision 2 detailing new support options
0.3	28 January 2013	Updated product range
0.4	16 April 2015	Removed RentalsWise
0.5	15 March 2016	Updated Professional Services section
0.6	21 September 2016	Changes to Product Names
0.7	14 March 2018	Changes to Product Names
0.8	4 April 2018	Changes to S2T and T4S Support Levels
0.9	24 July 2018	Changed support price verbiage
1.0	2 January 2020	Updated S4S pricing

Distribution List

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1. Introduction

This document outlines the levels of support offered to customers purchasing one of our products or connectors. The support level will be [Tier 2 support or higher](#).

In providing this support, FuseIT combines the unique strengths of the following entities:

- **FuseIT**, a Sitecore Certified Technology Partner, Salesforce Consulting and ISV Partner and Microsoft Certified Partner with enterprise experience and expertise creating Sitecore, Salesforce and .NET systems and;
- **Sitecore CMS**, the enterprise web content management software featuring the Digital Marketing System and;
- **Salesforce**, leaders in CRM and cloud computing. FuseIT is a Salesforce Consulting Partner playing the key role in many Salesforce implementations around the world and;
- **Micro Focus Content Manager**, formerly HP TRIM and HPE Records Manager, is document and records management system software. With tight desktop integration and the ability to scale across large, distributed environments, Micro Focus Content Manager lets you capture, manage, access and make more secure your enterprise information, from electronic to physical records and from creation to ultimate disposal and;
- **Microsoft .NET**, an integral part of many applications running on Windows and provides common functionality for those applications to run. FuseIT has been a Microsoft Certified Partner for over 15 years gaining huge experience across the range of .NET technologies

FuseIT are committed to providing exemplary customer support for our range of products. Support is particularly important when dealing with connector technologies because:

- The connectors can be technical in nature and
- One or both endpoint technologies are often not well known to the customer

FuseIT provide support options to meet the needs of each customer's needs and budget.

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2. S4S and G4S Connector Support

This support is for the [S4S](#) and [G4S](#) products.

Three support services provide increasing levels of responsiveness. At any time in the future, customers may upgrade their support package to Enhanced or Priority Support for an additional fee.

Standard Support
Support makes your organization eligible for: <ul style="list-style-type: none"> • technical support • updates to the connectors • issuing of additional licences
Access to the FuseIT document libraries
This level of support offers a next business day response time after FuseIT receives an email notification of an issue (valid during normal New Zealand business hours). Responses are via email and usually answered on the same day. The FuseIT representative will be a Microsoft Certified or Sitecore Certified Developer with expert knowledge and experience with G4S and S4S.
Standard Support equates to the FuseIT Software Maintenance Program (20% of the retail price) and includes all software releases and fixes. Standard Support is payable in advance when the product is purchased.
Enhanced Support
This level of support is optional and offers the same support as Standard Support but provides telephone support by developers with expert knowledge and experience with G4S/S4S. Telephone support will be available during normal business hours (New Zealand Time). For enhanced support, FuseIT offer a guaranteed response time of no more than two business hours.
The fee charged for Enhanced Support is 30% of the retail price and is payable in advance when the product is purchased.
Priority Support
This level of support is optional and extends Enhanced Support to include 24x7x365 telephone and/or web conferencing support with developers who have expert knowledge and experience with G4S and S4S.
For priority support, FuseIT offer a guaranteed response time of no more than one hour.
The annual fee charged for Priority Support is USD\$30,000 per annum. The Priority Support fee is payable in advance when the product is purchased.

Table 1 – S4S/G4S Support Information

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3. Micro Focus Content Manager to Salesforce Connector Support

This support is for the S2T and T4S [products](#).

Two support services provide increasing levels of responsiveness. From the onset, customers may upgrade their support package to Priority Support for an additional fee.

Enhanced Support
<p>Support makes your organization eligible for:</p> <ul style="list-style-type: none"> • technical support (includes partners) • updates to the connectors (often needed when updating Content Manager) • issuing of additional licences
<p>This level of support provides telephone support to a Salesforce Developer with expert knowledge and experience working with the selected product. Telephone support will be available during normal business hours (New Zealand Time). For enhanced support, FuseIT offer a guaranteed response time of no more than two business hours.</p>
<p>Enhanced Support is at the specified rate in the fee schedule.</p>
Priority Support
<p>This level of support is optional and extends Standard Support to include 24x7x365 telephone and/or web conferencing support with expert developers.</p>
<p>For priority support, FuseIT offer a guaranteed response time of no more than one hour.</p>
<p>The annual fee charged for Priority Support is USD\$30,000 per annum. The Priority Support fee is payable in advance when the product is purchased.</p>

Table 2 – Micro Focus Content Manager to Salesforce Connector Support

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4. SooT Connector Support Levels

This support is for the [SooT](#) product.

Three support services provide increasing levels of responsiveness. From the onset, customers may upgrade their support package to Enhanced or Priority Support for an additional fee.

Standard Support
<p>Support makes your organization eligible for:</p> <ul style="list-style-type: none"> • technical support • updates to the SooT Connector • issuing of additional licences
<p>This level of support offers a next business day response time after FuseIT receives an email notification of an issue (valid during normal New Zealand business hours). Responses are via email and usually answered on the same day. The FuseIT representative will be a Microsoft or Sitecore Certified Developer with expert knowledge and experience with SooT and HP TRIM.</p>
<p>Standard Support equates to the FuseIT Software Maintenance Program (20% of the retail price) and includes all software releases and fixes. Standard Support is payable in advance when the product is purchased.</p>
Enhanced Support
<p>This level of support is optional and offers the same support as Standard Support but provides telephone support by developers with expert knowledge and experience with SooT. Telephone support will be available during normal business hours (New Zealand Time). For enhanced support, FuseIT offer a guaranteed response time of no more than two business hours.</p>
<p>The fee charged for Enhanced Support is 30% of the retail price. Enhanced Support is payable in advance when the product is purchased.</p>
Priority Support
<p>This level of support is optional and extends Enhanced Support to include 24x7x365 telephone and/or web conferencing support with developers who have expert knowledge and experience with SooT.</p>
<p>For priority support, FuseIT offer a guaranteed response time of no more than one hour.</p>
<p>The annual fee charged for Priority Support is USD\$30,000 per annum. The Priority Support fee is payable in advance when the product is purchased.</p>

Table 3 – SooT Support Information

SUP CC2**5. Professional Services**

FuseIT offer remote and on-site Professional Services to companies requiring help installing and configuring our connector products and/or need expert resourcing for projects using Salesforce, Sitecore and Micro Focus Content Manager technologies.

Project Management, development and other expert IT resources have the same standard hourly rate (irrespective of the resource used). Please contact us for the latest rate.

Professional services are typically carried out under the umbrella of a Statement of Work and Professional Services Agreement.