

## Support Packages

Flexible support options for your Business IT systems

*To ensure you get the very best value IT support at the right level for your organisation, Concentrix offers a choice of support packages.*

### Support Types

Concentrix offers support for your software, hardware, or both.

#### Software support

Concentrix software support covers:

- » *CRM software*, such as Sage CRM, Sage SalesLogix, Microsoft Dynamics CRM and FrontRange's GoldMine
- » *Accounting Software*, for example the financial modules for Sage 50, Sage 200 and Microsoft Dynamics NAV
- » *Business Management Suites*, covering all modules and add-on applications within the Sage 200 suite and Microsoft Dynamics NAV

#### Hardware and IT Infrastructure

Concentrix hardware support covers:

- » *Servers*
- » *Workstations*
- » *Security software, anti-virus and anti-spam*

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Once you've chosen the type of support you need (software, hardware or both), you need to choose the right level for your business requirements. Note, if you have both software and hardware support, you must choose the same level for each.

Concentrix offers two main levels of service. Each level of service includes telephone and email support, access to Concentrix on-line self-service, and remote intervention from Concentrix support staff if required.

#### Gold Level Support

Gold level support is recommended for the majority of Concentrix customers. Gold level support provides a comprehensive range of services with fast response times and pro-active maintenance programmes.

#### Gold Level Support - Software

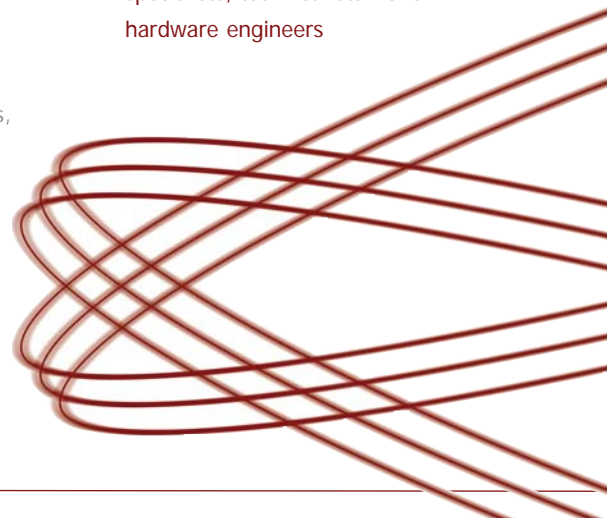
Concentrix Gold level software support includes:

- » Extremely fast resolutions times
- » Frequent updates on issue progression
- » Pro-active service management
- » Technical system reviews
- » Additional professional services (free)
- » Data Base Maintenance
- » Free upgrade time (1 day)
- » Application of service patches
- » Regular technical update bulletins,
- » Access to the Concentrix on-line knowledge base
- » Free software corrections and revisions
- » Bug reporting and software enhancements



*Concentrix support services include:*

- » Choice of software support, hardware support, or both
- » Choice of support levels (Gold or Silver)
- » Fast resolution and call-out times
- » Regular updates
- » Remote intervention
- » Service patch application
- » Free software corrections, revisions, bug reporting and enhancements
- » Unlimited access to highly skilled specialists, technical staff and hardware engineers



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## Gold Level Support - Hardware

Concentrix Gold Level hardware support includes:

- » Extremely fast response and engineer call-out times
- » Frequent updates on issue progression
- » Loan of servers if equipment fails
- » Proactive monthly maintenance programme and full report
- » Annual system reviews
- » Back-up success notification
- » Spam filter administration
- » Anti-virus update checks

## Silver Level Support

Silver level service is recommended for Concentrix customers that have straightforward support requirements and their own in-house technical experts (for example, to maintain an SQL database or perform system reviews).

## Silver Level Support - Software

Concentrix Silver level software support includes:

- » Fast resolution times for severe system issues
- » Regular updates on issue progression
- » Free upgrade time (1 day)
- » Application of service patches
- » Regular technical update bulletins
- » Access to the Concentrix on-line knowledge base
- » Free software corrections, revisions, bug reporting and enhancements



## Silver Level Support - Hardware

Concentrix Silver Level hardware support includes:

- » Engineer call-outs as required
- » Regular updates on issue progression
- » Annual system review
- » Back-up success notification
- » Spam filter administration
- » Anti-virus update check

## Pricing

The price of Concentrix support depends on the type of support you require (software, hardware or both) the level you choose (Gold or Silver), and the number of users you have. Please contact your Concentrix Account Manager or Concentrix direct for a detailed quote.

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