



Combined Support Plans – Features Included by Level

Effective July 1, 2013

	Gold	Silver	Bronze
Software Upgrades	Included	Included	Included
Technical Support - during regular business hours	Unlimited	Unlimited	Unlimited
Response time for a technician to review your issue (Business Hours)	2 hour max	4 hour max	6 hour max
Fixed fees for services not included in combined support plan	80% of fee	90% of fee	Full fee
Adagio Training Conferences & Events	80% of price	90% of price	Full price
Payment terms for billable services	On account	On account	Prepaid
Score - Newsletter for Adagio users (Quarterly)	Included	Included	Included
Solutions - Information for Adagio users (Ad hoc)	Included	Included	Included
Technologist - Newsletter for Accountants (Quarterly)	Included	Included	Included
Installation of Service Packs and Hot Fixes	Included	Included	Included
eCourier transfer of your data to our server for testing	Included	Included	Included
Annual system review	Included	Included	Included
DataCare monitoring (if you use DataCare)	Included	Included	
Proactive monitoring of Service Packs and Hot Fix releases	Included	Included	
Hardware advice, including investigation of requirements for server replacement	Included	Included	
Resolution of errors fixable with the Adagio rebuild function	Included	Included	
Minor changes to form specifications, Crystal reports, and GridViews (less than 30 min)	Included	Included	
Troubleshooting hardware issues as they apply to covered software (less than 30 min)	Included	Included	
Troubleshooting program issues, including working with developer to expedite resolution	Included	Included	
Review of and assistance with Year End procedures	Included		
Installation of Payroll Tax Table updates	Included		
Implementation of Upgrades	Included		
Installation of software	Included		
Security changes, if required	Included		
Database conversion or set up, if required	Included		
In-depth review of new features	Included		

Technical Support does not include:

Consulting for tasks such as: implementing new modules; developing new processes and procedures; installing upgrades (except Gold level support); installing Adagio on new workstations or servers; resolving issues resulting from hardware failures; training; correcting errors created by users; changes to, or creating new form specifications, Crystal reports, or GridView views; supporting integrations with non-Adagio solutions; creating import files and templates; or database repairs. This list is not intended to be all inclusive.

AccSys Solutions reserves the right to refuse support to staff member(s) who have not been properly training.



Combined Support Plans – Discounts by Level

Effective July 1, 2013

	Gold	Silver	Bronze
Payment terms	On account	On account	Prepaid
DataCare monitoring (if you use DataCare)	No Charge	No Charge	Not Available
Proactive monitoring of Service Packs and Hot Fix releases	No Charge	No Charge	Not Available
Hardware advice, including investigation of requirements for server replacement	No Charge	No Charge	100% of Fee
Minor changes to form specifications, Crystal reports, and GridViews (less than 30 min)	No Charge	No Charge	100% of Fee
Troubleshooting hardware issues as they apply to covered software (less than 30 min)	No Charge	No Charge	100% of Fee
Troubleshooting program issues, including working with developer to expedite resolution	No Charge	No Charge	100% of Fee
Review of and assistance with Year End procedures	No Charge	90% of Fee	100% of Fee
Installation of Payroll Tax Table updates	No Charge	90% of Fee	100% of Fee
Implementation of Upgrades	No Charge	90% of Fee	100% of Fee
Training	80% of Fee	90% of Fee	100% of Fee
Major changes to or new form specifications, Crystal reports, and GridView views	80% of Fee	90% of Fee	100% of Fee
Creating import/export files and templates	80% of Fee	90% of Fee	100% of Fee
Services to implement new modules	80% of Fee	90% of Fee	100% of Fee
Developing new procedures/processes in existing Adagio modules	80% of Fee	90% of Fee	100% of Fee
Setting up new workstations and/or servers	80% of Fee	90% of Fee	100% of Fee
Resolving issues resulting from hardware failures	80% of Fee	90% of Fee	100% of Fee
Correcting errors created by users	80% of Fee	90% of Fee	100% of Fee
Supporting integrations with non-Adagio programs	80% of Fee	90% of Fee	100% of Fee
Database Repairs	80% of Fee	90% of Fee	100% of Fee

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