



## **MAINTENANCE PLAN**

WiSys has designed our Maintenance plan to provide software updates and technical assistance to those customers who are current with their annual maintenance plan and who have resources trained during implementation.

It is our intention to assist customers and resolve issues covered by this agreement as quickly and efficiently as possible. The remainder of this document will define the benefits and guidelines of the plan.

### **Technical Assistance Coverage:**

Normal WiSys Support hours are between 8:00am and 6:00pm Eastern (EST) Monday through Friday, excluding holidays. See our online support site for a complete list of Holidays where WiSys will be closed.

Your trained central point of contact can submit an unlimited number of incident reports during normal support hours via one of the following methods:

- Sending an e-mail to [support@wisys.com](mailto:support@wisys.com). Email is the preferred method of contact as multiple WiSys resources monitor this email account.
- Submitting a form with your issue on our website: [Contact Support \(wisys.com\)](https://www.wisys.com/contact-support)
- Calling our help desk at (770) 955-3530 x3

Contacting WiSys employees directly by phone or e-mail may delay a response to your request. Using the methods above is the quickest way to make us aware of your issue.

Whether submitting a request for assistance via the phone or by e-mail, you will receive an e-mail confirmation from WiSys acknowledging receipt and providing you with a case number. Using this case number will assist us when communicating with us about your request. WiSys will review and assign a priority level for each support case based on the guidelines provided below.

WiSys is here to assist with the following: questions about software functionality, troubleshooting anomalies and errors associated with applications developed by WiSys.

### **Response Guidelines:**

We will make reasonable efforts to respond to your service requests per the following guidelines:

- 90% of Severity 1 service requests within 4 hours (available 8:00 AM EST – 6:00 PM EST Monday through Friday, excluding holidays).
- 90% of Severity 2 service requests within one business day

WiSys Technical Personnel will aid in managing assistance requests as follows:

- Define your service request Priorities.
- Coordinate virtual meetings with WiSys personnel and your customer contact(s) to aid in the resolution of service requests.
- Define and maintain a record of all actions related to resolving issues.
- Engage appropriate WiSys and customer personnel to resolve request.
- Assist the WiSys Product Development Team in defining and prioritizing code issues that require their assistance.

### **Severity Definitions:**

#### Severity 1

Your live production use of the supported programs is stopped or so severely impacted that you cannot reasonably continue work. You experience a complete loss of service with no available alternative method to continue operations. The operation is mission critical to the business and the situation is an emergency.

A Severity 1 service request has one or more of the following characteristics:

- Data corrupted.
- Receiving functions are inoperable for ALL users.
- Production reporting is inoperable for ALL users.
- Shipping functions are inoperable for ALL users.
- After an update, if your system loses functionality that worked prior to the update (a regression error).
- ALL users are unable to print to all devices.

WiSys maintains the highest level of commitment to resolving Severity 1 issues. We will make all attempts to resolve these issues within 24-hour notification to WiSys assistance services.

#### Severity 2

All other requests outside of Severity 1. You experience a loss of service. Important features are unavailable. However, operations can continue in a restricted fashion. You experience minimal or no loss of service. You request information, an enhancement, or documentation clarification regarding your software but there is no impact on the operation of the software.

Example: One shipping workstation is down, but other workstations are operable

### **Customer Assistance:**

Although not required for assistance, if the following suggestions are carried out prior to contacting WiSys, the effort can result in a quicker resolution.

- Establish a central point of contact at your company to report issues to WiSys and continue to work with us until a resolution is achieved.
- This contact should check our Support Documentation under the support section of our web site for a resolution prior to contacting WiSys. Please visit:  
[Support \(wisys.com\)](https://support.wisys.com)
- This contact should also have the necessary access or be able to contact someone quickly that has the necessary access, to provide WiSys technicians with the ability to access SQL/HANA/Database, Application, Remote Desktop Servers with Administrator level rights. This level of access will ensure WiSys technicians have all the tools available to them that can lead to a quicker resolution.
- Establishing a central point of contact in an organization is an effective way to identify internal areas within the organization that might need more training on WiSys products.

#### **Remote Access May Be Required:**

Particularly when anomalous issues arise, WiSys technicians may require remote access to your PC or Server, with Administrator level rights. We will do this using a WiSys-provided system, at no cost to you (other than your regular internet access). When remote access is used, you can watch everything the technician does, and can disconnect the WiSys technician at any time. If the WiSys technician requires remote access and it is not possible (due to customer company policy, or problematic internet access at your site, for example), WiSys may not be able to render assistance.

WiSys currently uses either Microsoft Teams or GoToMeeting to perform remote access assistance. **Your company may incur small phone charges from your carrier associated with this service, if the user chooses to dial into the meeting via telephone. There is no charge to users who access Microsoft Teams or GoToMeetings via computer audio.**

#### **Unlimited access to Knowledge Base:**

WiSys is constantly working to improve our service to our customers. Access to the WiSys documentation and video training is available under the support section of our web site 24 hours a day. You will find this information on many of our products to assist you in maximizing your investment in our tools. Please visit the below links to access this support:

WiSys for Macola ERP

<https://support.wisys.com/documentation/Index.htm>

WiSys for SAP Business One ERP

<https://support.wisys.com/sapdocumentation/Index.htm>

### **Case Escalations:**

From time-to-time customers will report issues where they are experiencing certain behaviors within WiSys applications that happen periodically but not constantly. In this case, WiSys technicians will try to duplicate the issue following the sequence of events as reported by the customer. If they are unable to duplicate the issue, yet the problem sporadically persists, it may be necessary to escalate the case. It may also be necessary to obtain a copy of databases or selective tables to aid in the effort to duplicate the issue and find a resolution.

Some issues may require substantial time and the technician may ask you to schedule an open block of time later if necessary.

### **Exclusions:**

This maintenance plan does not cover the following:

- Initial Installation
- Reinstallation or software configuration changes due to system failures, new servers, system moves or system configuration changes.
- Any custom applications, labels and documents not written by WiSys.
- Updates, not made by WiSys, to WiSys tailored applications, labels, and/or documents. Such updates will void support for these tailored products.
- Errors or messages determined to be presented by network security, bad data, or user error.
- Training on WiSys applications or any of our SDK's or design tools.
- Ship Rush upgrades.
- Standard ERP workflow or functionality.

WiSys personnel are here to help with these topics, and any other, but will do so under a pre-approved consulting service agreement. In the event your support case resolution is determined to fall into one of the exclusions above, you will be billed at our current billing rate.

### **Lapsed Maintenance:**

Clients who let their maintenance lapse will need to reinstate their plan prior to receiving assistance. Reinstatement Fees will be applied based on the following criteria:

- 100% of the prior year(s) annual maintenance plus a reinstatement fee equal to twenty percent of the annual maintenance amount is required.

- Below is an example of the reinstatement calculation based on a customer with annual maintenance of \$5,000 that has let their maintenance lapse for 18 months.

<u>Annual Maintenance</u>	<u>Past Due Maintenance</u>	<u>Reinstatement Fee</u>	<u>Total</u>
\$5,000	\$5,000	\$1,000 (20% of \$5,000)	\$11,000

**Developer Assistance:**

For Macola ERP customers only, WiSys offers an SDK solution for transacting Macola Business Transactions within your own development environment. We offer a guide and sample code on our web site at:

[https://support.wisys.com/documentation/index.htm#t=WISYS\\_AND\\_VISUAL\\_STUDIO\\_INTEGRATION\\_hm](https://support.wisys.com/documentation/index.htm#t=WISYS_AND_VISUAL_STUDIO_INTEGRATION_hm)

If further training beyond our documentation and sample code is required, one of our developers will do so under a pre-approved consulting service agreement at our current billing rate.

## Software Updates:

The software portion of the plan protects your investment by delivering periodic updates that keep your enterprise software running at maximum efficiency. Standard build updates are provided periodically and contain enhancements and corrections. When notified of a suspected error in the current update, WiSys will provide services to diagnose such errors and use our best efforts to provide corrections for such errors provided WiSys can reproduce the error. If corrections can be made, they will be provided through the standard build update process.

We recommend that you update your system at least twice per year. We also recommend you have a complete test environment. A test environment consists of the following:

### Option 1:

- Separate SQL/HANA Server
- Separate Client PC/Server (can test Agility Mobile in emulator mode here)
- Separate Remote Desktop/IIS Server. (This is only required if there is a need to test Agility Mobile or 360 on the physical handheld devices)

### Option 2: (Macola and SAP SQL Clients)

- A stand-alone PC running SQL

A separate test environment allows you to install and test new updates to code without affecting your live production environment in any way. Note: A test database alone on the live production SQL or SAP HANA server is not adequate for this purpose.

**You must have an in-force maintenance plan to update your WiSys Software. Charges for maintenance are payable annually in advance prior to the renewal date.**

**If your company requires assistance with an update to your WiSys Software, our current billing rate will apply for this assistance.** Update assistance must be scheduled at least one week in advance so we can provide proper resources and requires a signed Service Agreement prior to the update.