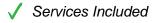
The charts below outline the services and hourly limits for each service plan level

	Bronze	Silver	Gold
 Application Tech Support Defect reporting and repair Version update deployment 	/	/	/
Consultancy Help DeskGeneral questions and "how to" cases.	/	/	/
	1 Hour / Month (All Tiers)	2 Hours / Month (Tier 1, 2, & 3)	3 Hours / Month (Tier 1, 2, & 3)
		4 Hours / Month (Tier 4 & 5)	6 Hours / Month (Tier 4 & 5)
 Service Experience Assigned Product Consultant Quarterly ClientSpace Review Call 	X	/	
 Ongoing Quality Assurance Monitoring Proactive monitoring and reporting of exceptions Proactive monitoring and reporting of data/application interfaces 	X	/	/





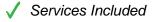


Effective 06/2020

The charts below outline the services and hourly limits for each service plan level

	Bronze	Silver	Gold
 Process Configuration* Setup and maintenance of workflow channels that enable the system to create cases, tasks, notifications, and dataform records when configured conditions are met. Configuration of additional email templates that get sent when the configured conditions are met. Configuration of core business rules on individual dataforms. These rules assist with data validation by providing hard and soft errors based on field values. * Any required consulting, brainstorming, and custom development is not included. 	X		
 Security Administration Department/Role Administration Report Security Module Security Workspace Security Organization Security User Setup 	X		



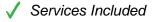




The charts below outline the services and hourly limits for each service plan level

	Bronze	Silver	Gold
 Reporting Business intelligence dashboards and report configuration 	X	✓	✓
		·	3 Hours / Month (Tier 1, 2, & 3)
		4 Hours / Month (Tier 4 & 5)	6 Hours / Month (Tier 4 & 5)
 Data Collection and Presentation Addition and maintenance of fields to existing dataforms and creation of new dataforms. Dataform maintenance including field display conditions, configuring standard rules, and setting up right menu links. Configuration of workspace landing pages and user home pages using our built-in widgets and Business Intelligence Reports. 	X	X	







The charts below outline the services and hourly limits for each service plan level

	Bronze	Silver	Gold
Additional Services			
Business Process Consulting	X	X	
Email Add-in			
Client Specific Training			
Configuration and Maintenance Imports			
Merge output development			
Existing API modifications or setup of new API interfaces			
Development of custom business rules and logic			

To get your questions answered or obtain pricing, please submit a Case in the ClientSpace Extranet.



