

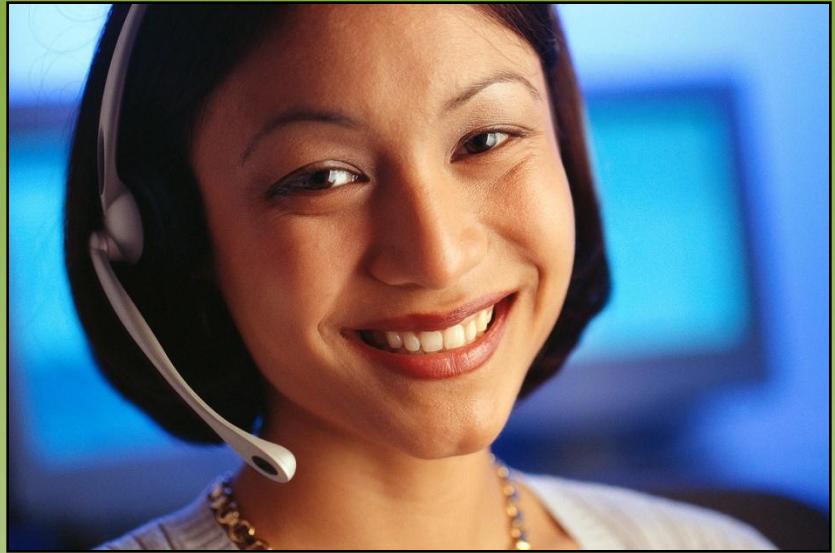


E2B Software ClientCare Plans

E2B Software Product Support and Maintenance Plans

Your business management system is the foundation of your business and is essential to your success. E2B products extend your Sage MAS 500 application with critical features to streamline your business processes.

As with any business application, small problems can become large problems very quickly if left alone. Key employee turnover, hardware or environmental failure, new business requirements, and other issues, can all cause disruption to your business, ultimately hitting your bottom line. ClientCare plans for E2B Software products give you the reassurance and support that only a team of experts can bring, allowing you to focus on running your business, not your enterprise software.



The ClientCare plan provides a combination of fast, convenient access to our online Customer Portal, unlimited access to our support team, incremental maintenance releases, and periodic version upgrades. These ongoing benefits ensure that your system and your business operate at maximum efficiency. E2B Software is deeply committed to delivering world-class products and superior support services.

E2B Software Products Covered

ClientCare Plans are available for the following E2B Software products:

E2B Collect Suite

- E2B Collect Base (with 1 User)
- E2B Docs (Document Management)
- Email Automation
- Intercompany Collections

E2B 500 Manufacturing

- Engineering Change Orders
- Batch Process Production Entry
- Enhanced Labor Entry
- Enhanced Costing
- Routing / Work Order Step Copy
- Progress Returns
- Sub Work Orders
- Work Order Splitting
- Work Order Allocations

E2B 500 Distribution

- Enhanced MRP/DRP
- Sales Forecasting & MPS
- Kanban Replenishment
- Quality Management
- Cost Modeling
- Document Control

Other Products

- Forecast Modeling
- EDI – Customer Transactions
- Enhanced Product Configurator
- Enhanced Lot Tracking
- Shelf Modifications & Customizations

Plan Overview

Plan Requirements	E2B requires a ClientCare plan for all first-year customers. E2B does not provide support or new product releases to customers with inactive plans.
Reinstatement Fees	Customers may renew expired ClientCare plans. Reinstatement for expired plans includes a reinstatement fee in addition to past-due ClientCare costs from the expiration date of the old plan through the renewal date of the new plan.
Product Updates	All products are maintained for each supported version of Sage MAS 500 with monthly updates and service packs provided on a periodic basis for the most recent version of Sage MAS 500. Monthly updates for the previous Sage MAS 500 version are maintained on a quarterly basis once the new version is released by Sage.
Release Schedule	E2B versions are available 60-90 days after major releases of Sage MAS 500. Monthly updates for the most recent version of Sage MAS 500 are generally available 30-45 days after Sage monthly updates.
Retirement Schedule	E2B does not maintain products for versions prior to the last two Sage MAS 500 releases. For example, E2B maintenance ended for products on Sage MAS 500 version 7.0 when Sage released Sage MAS 500 7.20. Maintenance releases for version 7.05 were still provided on a quarterly basis.
Product Training	New customers receive initial product training as part of their first-year ClientCare plan. This covers 1-2 hours of remote product training provided by an E2B consultant. Customers also have access to pre-recorded tutorials explaining product setup, configuration, and examples of processing daily activities. Additional consulting and training services may be purchased as-needed.
Product Support	Product support is available to customers with an active ClientCare plan. The ClientCare plan provides unlimited access to E2B's support services via phone, email, or the Customer Portal.
Expertise	Our support and engineering staff has an average of more than 10 years experience with Sage MAS 500 ERP. Support analysts have direct access to our engineering team to answer questions and resolve any issue that you may encounter.
Service Levels	In most cases, our support team can resolve issues in a short period of time – typically on the first call within an hour of the initial support request. Our support desk is staffed with a minimum of 2-3 analysts during normal business hours.
Support Contacts	ClientCare plans provide access to support services for up to three authorized points of contact from your organization. In most cases, support requests are reported first with the customer's Sage MAS 500 reseller who provides frontline support and will escalate cases to E2B as needed. Customers also have direct access E2B support services if needed.
Customer Portal	New support cases can be logged in the E2B Customer Portal. The Customer Portal provides access to the latest monthly updates and installers for new versions of the software. The Customer Portal includes a list of open and closed support cases with detailed notes directly from our internal project system. Product documentation, installation instructions, and more information is also available on the Customer Portal.

Plan Overview

Support Technologies	Support cases reported through the Customer Portal are logged automatically in our internal project management system and displayed in a queue for the next available support analyst. Critical issues should be reported via phone and will be logged into the project system by the analyst who fields the phone call. All support cases are assigned a unique project number. Email communications include the support case number in the subject of the email routing it directly to our internal application. Remote support is provided using technologies such as Gotomeeting or in some cases direct VPN connections.
Critical Issues	Critical issues that prevent customers from running their business are escalated internally and given priority over other support cases. A hot fix is provided for critical issues and included in future monthly updates.
Non-Critical Issues	In most cases, E2B support services can provide a reasonable work-around or alternative solution for reported issues. A hot fix may not be provided for non-critical issues but will be logged for consideration in future monthly updates. Customers may request a quote to provide hot fixes for non-critical issues.
Customizations	Customizations provided by E2B are not covered under normal ClientCare plans. E2B will provide customers with a statement of work for approval to upgrade customizations to future monthly updates or new versions.
Custom Upgrades	It is highly recommended that customers stay as current as possible with Sage and E2B version releases and monthly updates. However, some customers may not be able to upgrade due to modifications or compatibility issues with third party applications. E2B can provide a statement of work for requests to upgrade older, non-maintained versions.
Billable Support	Support cases related to issues with E2B products are fully-covered by ClientCare plans. In some cases, issues reported to E2B are caused by third party products, third party customizations, or they are known bugs in Sage MAS 500. These support requests are not covered by E2B ClientCare plans. A support analyst will notify the customer of the issue. Upon request, E2B can provide a quote to develop hot fix for reported issues related to Sage MAS 500.
Contact Support	Support services can be reached via the Customer Support Portal or by phone at 440.352.4700 Monday through Friday from 8 AM to 5 PM EST. Offices may be closed on national holidays.