

Customer Support Services Overview

e2b teknologies, inc.

Our Commitment to Customer Success

E2b teknologies is committed to helping our customers manage and grow their businesses by being the leading provider of exceptional business management software and services supported by an experienced team of technology and application professionals. Our objective in Customer Support is to do everything in our power to ensure you are completely satisfied with every service interaction you have with us.

Our Qualifications

When you call e2b teknologies Customer Support, you can do so with the confidence of knowing you are calling one of the most respected customer support centers in the industry. We are able to maintain our world-class standards for customer service by recruiting the highest caliber individuals available to become part of our Customer Support Services team. Our analysts come to us with experience in various areas of enterprise resources planning (ERP) and system administration. In addition, all Customer Support personnel work in our Quality Assurance department so they are very familiar with many of the products that you use to manage your business. We typically have multiple analysts on duty during normal business hours with no less than at least one person on call monitoring our support lines and support request inbox.

Customer and Reseller Support

Our Customer Support Center provides support to our customers using Sage MAS 500 and Epicor products, to resellers of Sage MAS 500 who sell our add-on products, and to customers using our add-on products who work with other Sage MAS 500 resellers. As such, all support incidents should follow the following general guidelines.

Direct Customers

Direct customers of e2b teknologies using Sage MAS 500 or Epicor products typically contact the software publisher for first level support if they are on a maintenance and support plan. Our direct customers may also contact our Customer Support Center for standard product support or for support related to modifications that we've made to your system.

In-Direct Customers

Customers who are aligned to another Sage MAS 500 reseller who own any of our Sage MAS 500 Add-On Products should contact their reseller for first-level support. In most cases, we provide supplemental support through your reseller unless otherwise directed by the reseller to provide direct support to your company.

Reseller Customers

Sage MAS 500 resellers who require installers for our add-on products, support installing or implementing our add-on products, help with registration or licensing of our add-on products, or support for their customers who use our add-on products are supported directly by our Customer Support Center. For pre-sales support, resellers should first contact our sales department at sales@e2btek.com or via telephone at (440) 352.4700 (Option 2).

What types of issues are addressed by Customer Support?

Customer Support provides you with support that is both appropriate to the issue and in the best interest of your business needs. While there are many topics that fall within the legitimate scope of our Customer Support, there are also topics which are best handled by other parties. Analysts will help determine the appropriate resource to handle your support needs, whether they are in-house or from the software publishers themselves (Sage Software, Epicor, Microsoft, etc.).

Billable Support

If you have an active Support and Maintenance contract with Sage Software, Epicor, or another vendor then you should contact the vendor first for related support incidents. In many cases, the vendor can provide a solution at no charge or you may find an answer on their respective on-line knowledge bases. At this time, e2b technologies does not provide general support contracts directly to our customers. As such, support incidents are billed on a time and material basis at your contracted support rate. Support contracts are available for e2b's add-on products for Sage MAS 500 and entitle you to *unlimited telephone and email support for these products.

How Our Support Center Works

To increase call center efficiency, we have implemented best practices from other award-winning support centers. Each support incident is logged into our Project System as a new support. The incident is then assigned to an analyst who contacts you for more information. In most cases, the analyst can resolve your problem. In other cases, they will escalate the case to a programmer or consultant but they will remain your main point of contact for the support incident.

Our analysts will work with you to document the question or problem, troubleshoot it, and work to rapidly resolve the problem within a reasonable time frame (typically within one hour). We have a goal of solving 75% or more of these cases on this first contact. If your incident cannot be resolved within two hours it will be escalated to an upper level Analyst, Programmer or consultant for review. If additional time is needed to assess the issue, the analyst will contact you for authorization to move forward. All support incidents remain open in our Project System until we receive written or verbal confirmation from you that the issue has been resolved to your satisfaction.

Contacting Customer Support

There are several convenient options for contacting Customer Support.

For non-urgent issues: Please submit your support request via the Customer Portal (e2bweb.e2btek.com). Our targeted response time for email-based support requests is 1 hour. If you are not register on our Customer Portal, please call our support phone at (440) 352.4700 (Option 1) to request a login.

Information We Need

In order to provide you with prompt service and a fast resolution, we will need some information from you to expedite your support request. Please provide the following information in your email request for each unique support incident submitted to our Customer Support Center:

- Contact full name, direct phone number, extension, and email address
- Software you are having problems with (including the version, Monthly Update or Service Pack). Please identify the module and task, report, etc. if at all possible.
- The specific error number or message you are receiving or a description of the problem. If you can recreate the problem, please also send the steps to reproduce the error.

- Let us know if anything has changed recently, such as installation of monthly updates, installation of new software or upgrades to your network.
- Include a screen capture of your problem if you are responding by email or print screens and fax them along with your support request
- Identify if this is a system-wide problem or if the problem is isolated for only one user or client workstation.
- Identify if this is on a test/pilot system or on your live production system.
- Help us identify your priority on this support request. If your entire business is shut down due to the error then this would be our top priority.

• **For more urgent (emergency) issues:** Please first submit any information documenting the issue via the Customer Portal (e2bweb.e2btek.com) and then contact us via telephone. Our support phone number is (440) 352.4700 (Option 1). If the call is placed during standard business hours (between 8:00 am and 5:00 pm EST), a support technician will take your call immediately, review the information that was submitted and escalate the incident as necessary. If the call is placed outside of standard business hours, a support technician will address the issue first thing the following business day.

• **Calling Customer Support**

When you call our support line, your call is automatically routed to the first available customer support analyst possessing the necessary skills for the topic for which you have specified. If there are no analysts immediately available at the time you call, you will be placed into the queue and connected with a qualified customer support analyst as one becomes available. If at the time you call we are experiencing unusually heavy call volume, creating delays in the queue, you leave a message in our support voice mail system. This works to minimize your hold time. Our goal is to answer 100% of all incoming calls by a live customer support analyst. We prefer to have each case submitted through the Customer Portal (e2bweb.e2btek.com) providing basic information related to the support incident. If the matter is urgent then please submit the information through the Customer Portal first, and then contact Customer Support to follow-up on the request.

• **Support Hours**

- Our Customer Support Center is open Monday through Friday (except recognized holidays) from 8 AM to 5 PM EST.
- Please be advised that our peak times are between 8:00 - 9:30 am and 1:00 - 2:30 pm. During peak times our call volumes are greater and callers may encounter a delay before reaching an analyst.
- Your support request can be followed up via the Customer Portal (e2bweb.e2btek.com) or by phone once you have received your support case number.
- After Hours/Weekend/Holiday Support requests are handled on an as requested basis and must be request at least 7 days in advance of the on-call date(s). Whenever available we try our best to accommodate all support request needs. Additional fees will apply.

Please take a moment to read our support services overview, once completed, please sign and return to our attention.

Signed: _____ Company: _____ Date: _____

- *Unlimited Support – This includes bug fixes, upgrades, product questions and documentation. Excludes – client data changes or customer specific modifications.