MNJ SOFTWARE
End User Support Plans

MNJ SOFTWARE eANYWHERE END USER SUPPORT PLANS

Quality technical support is crucial to helping you maximize the value of your MNJ SOFTWARE eAnywhere technology investment. Our support organization is part of a network of systems, services and passionate people designed to ensure that our customers receive the highest quality customer service and world class technical support.

MNJ SOFTWARE eAnywhere support plans provide the right level of support for any project - from small, highly targeted efforts to large mission-critical initiatives. You can address issues related to both development and deployment, all as part of one flat-fee annual plan.

Our annual support plans are tailored to meet your unique requirements. You can choose a plan with a set number of calls or a plan with the benefit of unlimited telephone and electronic access to our technical support organization. Our experienced technical support experts leverage their industry-leading knowledge and proven best practices to resolve your technical issues and to help ensure the success of your projects

ALWAYS AVAILABLE SUPPORT — FOCUSED ON YOUR SUCCESS

Priority Response Time – The plan you select determines our target response time for priority issues – as fast as 30 minutes.

Around-the-Clock Support – 24x7 telephone access gives you the flexibility of around-the-clock support coverage for your mission-critical priority one issues. Help is available when you need it, so that production systems run smoothly and time sensitive project deadlines are more manageable. Plus, you have all of our online services at your fingertips.

Priority Case Escalation – Case priority is assigned based on problem urgency and its impact on your business. If development or production is halted or the problem severely impacts your ability to continue development, then your case can be quickly escalated to get you back on course as soon as possible.

Account Management – Services include maintaining and updating customer profile information, reviewing case activity, managing escalations within the support center and with our development organizations and notifying you of critical technical alerts. These services focus on helping you achieve the most from your support services and increase your effectiveness with MNJ SOFTWARE eAnywhere products.

COMPREHENSIVE SUPPORT PLANS*

Bronze Plan
This Plan provides quality technical support for a limited number of support cases during business hours. Optional software updates are available.

Silver Plan
This offering is for companies that require high quality around-the-clock support for critical issues, unlimited cases, and online support services. Optional software updates are available. Faster response is available with the Gold Plan.

Gold Plan
This Plan is designed for customers with more complex business requirements. It provides the same high quality technical assistance as Silver, but with quicker response targets and additional customer contacts. Optional software updates are available. Even faster response and more personalized support is available with Gold Plus support.

Gold Plus Plan
For some companies, downtime is never an option, and performance and stability are mission-critical. The Gold Plus Plan delivers our most comprehensive offering of prioritized and proactive support services, including:
o Highest priority response times
o Priority access to the enterprise technical team
o Proactive account management services
This plan truly offers customers the ultimate in service levels and priority, and a focus on continuous improvement and getting the most from their MNJ SOFTWARE eAnywhere investment. Optional software updates are available.

SOFTWARE VERSION UPDATES
In order to receive updates, you can purchase an Update Subscription Plan (USP). The USP is an annual plan that entitles you to receive major and minor new feature software releases made available by MNJ SOFTWARE eAnywhere during the one year term of the USP. Pricing is based on the individual product and is per copy of the product.

ONLINE SUPPORT SERVICES
Applying the latest electronic technologies and customer-requested enhancements, our support web site provides access to vast sources of problem-solving information, allowing you to:

- Log new cases, check case progress, update case information and attach pertinent files with **Case Management**
- Find answers by searching **Technical Documents, Product Manuals,** and the **Solved Cases** database.
- Exchange ideas with other users through our online **Newsgroups.**
- Go to **Software Downloads** to get the latest software updates and quickly locate information regarding bug fixes.

These MNJ SOFTWARE eAnywhere Support Plans are available for select eAnywhere products

*PERSONALIZED SUPPORT OPTIONS***

For customers who need a higher level of service and commitment, we offer the following personalized support options:

Alliance Support – *Direct contact with a designated MNJ SOFTWARE eAnywhere Alliance Engineer ensures faster resolution to technical issues. This service also provides on-site visits for planning and review of your project, system configuration and implementation plan reviews, recommendations on software management, and regular phone consultations. You can also opt to have your company's own, fully dedicated engineer.*

On-site Support – *When you need a dedicated resource to be on-site, focused solely on you.*

Additional authorized technical contacts from your organization – *Designate extra contacts to allow them to have full access to MNJ SOFTWARE eAnywhere technical support services.*

Advanced Services – *These services extend beyond the features of the MNJ SOFTWARE eAnywhere plans and are available at an hourly rate through our Professional Services team. They include personalized training, professional installation and configuration, performance and tuning, migration and/or upgrade assistance, and more.*

Support Coverage				
24x7				
Number of Contacts	1	2	4	4
Number of Cases	10	unlimited	unlimited	unlimited
Enterprise Support Team				
Response Target	P1 < 1 day	P1 < 4 hours	P1 < 1 hour	P1 < 30 minutes
Online Support Services				
Software Updates	USP†	USP†	USP†	USP†
Personalized Support				
Account Management				
Alliance Services			option	

† A separate USP (Update Subscription Plan) must be purchased

To find out more about MNJ SOFTWARE eAnywhere Support plans, contact your local MNJ SOFTWARE eAnywhere sales representative, call +91-704-238-2346 or visit http://www.mnjsoftware.com