



AccuBuild Construction Software

Title: Help Desk Service Levels and Support Overview

Business Owner: Help Desk Manager

Purpose: The purpose of this document is to provide customer service level agreements and definitions for the types of technical support that is covered as a part of the Annual Software Maintenance and Technical Support Fees.

In addition, it also defines the type of services that are available to our customers for a fee such as professional services and custom development work.

Date: 11/3/2017

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Summary of Annual Software Maintenance and Technical Support Fees

Programmers and Developers at AccuBuild are continuously improving our software and have always produced several updates each year. Also included in the updates are federal and state tax tables for payroll, which are critical for payroll accuracy.

The industry standard for update fees for construction software is 18-22% of the software market price. These maintenance and technical support fees are billed directly from AccuBuild annually. These fees cover periodic software updates, per the Annual Software Release Schedule, and technical support on the AccuBuild Software products. The Annual Software Maintenance and Technical Support Fees do not cover Professional Services, Training Services, or Custom Software Development Services.

Annual Software Maintenance and Technical Support Fees are invoiced annually during November. Payment for Annual Software Maintenance and Technical Support Fees are due within 30 days of the invoice. If the Annual Software Maintenance and Technical Support Fees are not paid by January 2nd each year, AccuBuild will be unable to provide software maintenance or technical support (and professional services) until such time payment in full has been received. If a customer requires maintenance and/or support (including professional services) after the first business day of the new year, they will be required to pay the full Annual Software Maintenance and Technical Support Fees.

Future Annual Software Maintenance and Technical Support Fees are subject to change based on the purchase of additional licenses and/or options, increases in software prices, and/or increases in the percentage used to calculate the software maintenance and technical support fees.

Major Software Release Schedule:

A|B will perform four Major Software Releases each calendar year to the A|B Construction Software based upon the following schedule:

February
May
August
November

Minor updates to the software will be pushed on an as needed basis.

Contacting Technical Support

Our Technical Support Helpdesk can be reached between 8am-5pm Central Time, Monday-Friday.

If there are any high or urgent requests outside of this time period, please contact your account manager directly.

You can reach the Technical Support Helpdesk via the following options:

Call: 800-728-6853

Email: steam@accubuild.com

There may be occasions where you will have to leave a voicemail. Voicemails are regularly monitored and will be treated within the same SLAs.

Customer Support Service Level Agreements (SLAs)

Our goal at A|B is not only to provide you with quality software products, but also to provide your organization with quality customer support.

When contacting our Technical Support Team (TST) our customers should expect A|B to perform within the following Service Levels (SL) per the respective Incident Priority Level, assigned by our TST Member's initial review of the incident:

INCIDENT PRIORITY LEVEL	LOW	NORMAL	HIGH	CRITICAL
Severity	No hinderance to the work of individuals No impact to critical business processes Requests for new users, etc.	No Interruption to the work of individuals and/or a work around is available with no significant impact to critical business processes	Interruption to critical business processes affecting individual users and no work around is available	Interruption to critical business processes affecting many users and no work around available
Urgency	Immediate resolution <i>is not</i> needed by the customer	Immediate resolution <i>is not</i> needed by the customer	Immediate resolution <i>is</i> needed by the customer	Immediate resolution <i>is</i> needed by the customer

SERVICE LEVELS	LOW	NORMAL	HIGH	CRITICAL
99.5 % Customer acknowledged and issue assigned to TST member within:	4 business hours	2 business hours	1 business hour	30 minutes during business hours
95% resolved within:	3 business days	8 business hours	4 business hours	1 business hour

Details of Coverage

Annual Software Maintenance and Technical Support Fees allow us the ability to maintain a trained staff level available based upon the support hours and service levels as communicated above. Technical Support covers our customers questions regarding things such as software releases, software functionality, software error messages, server migration assistance for non-cloud customers, and events similar in nature.

Annual Software Maintenance and Technical Support Fees do not cover any type of training, implementation services, onsite services, custom report designs, assistance with business processes relating to the use of the software, assistance with accounting processes, or any other consulting or customer requested software programming services. A list of what is, and what is not, covered is provided below.

Services not covered by the Annual Software Maintenance and Technical Support Fees will be billed separately at the current rate for Professional Services and/or Custom Software Development Services. A|B will provide the client with an initial estimate for the services and the Client will be asked to approve the work before work begins. Projects will be billed periodically and payment is to be received no later than 30 days from the invoice date.

Included with Annual Update and Support Fees

Excluded from Annual Update and Support Fees

Accounts Payable

- Questions regarding Software Release updates
- Questions regarding standard functionality of the software

Assistance in:

- Updating vendors
- Paying vendors
- Editing vendor master list
- ACH
- Account reconciliations
- Creating and/or distributing reports
- Other similar types of requests

Accounts Receivable

- Questions regarding Software Release updates
- Questions regarding standard functionality of the software

Assistance in:

- Updating customer invoices
- Applying customer payments
- Editing client master list
- Account reconciliations
- Creating and/or distributing reports
- Other similar types of request

Document Management

- Questions regarding Software Release updates
- Questions regarding standard functionality of the software

Assistance in:

- Updating documents
- Changes to document workflow
- Creating and/or distributing reports
- Other similar types of requests

Project Management

- Questions regarding Software Release updates
- Questions regarding standard functionality of the software

Assistance in:

- Setting up projects
- Changes to projects
- Creating and/or distributing reports
- Other similar types of requests

Server Migration

- Documentation to assist you or your IT staff to do the migration including step-by-step instructions
- ADS Serial number and Validation Code for the new server

- Troubleshooting issues encountered during the migration
- Connecting up with you or your IT staff to assist in the installation
- Any issues specific to your own technical/IT local environment

AccuBuild Mobile

- Questions regarding Software Release updates
- Questions regarding standard functionality of the software

- Training mobile users

Payroll

- Questions regarding Software Release updates
- Questions regarding standard functionality of the software

Assistance in:

- Setting employees
- Changes to payroll records
- Editing employee master list
- Account reconciliations
- Creating and/or distributing reports
- Other similar types of request

**AccuBuild
Updates**

- Cloud clients will automatically get their system updated when a new release comes out, per the Annual Software Release Schedule
- Non cloud customers will be provided with the link to perform the update themselves.
- Connecting up and performing the update for you.