

Nomitech Software Maintenance and Support Services

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Support Terms

To receive technical support provided by Nomitech, as described below, all programs must be properly licensed. Technical and maintenance support services are provided for issues (including problems you create) that are demonstrable in the currently supported release(s) of a Nomitech licensed program, running unaltered, and on a certified hardware, database and operating system configuration, as specified in your order or program documentation. Technical support is effective upon the effective date of your ordering document unless stated otherwise in your ordering document. Nomitech technical support terms, including pricing, reflect a 12-month support period (the "support period"). All technical support services ordered for a support period and the related fees are non-cancelable and non-refundable. Nomitech is not obligated to provide technical support beyond the end of the support period. Your technical contacts are the sole liaisons between you and Nomitech for technical support of programs. Your technical contacts must have, at a minimum, initial basic product training and, as needed, supplemental training appropriate for specific role or implementation phase, specialized product usage, and/or migration.

Program Upgrades and Updates

Nomitech Software maintenance and support services, include the upgrade/update support. Nomitech makes available subsequent release of the program for program licenses to its supported customers at no additional license fee, other than shipping charges, if applicable. When upgrades are available Nomitech communicates them to the customer IT department along with upgrade installation guides and upgrade detailed description. Phone, email or live remote online session support is provided by Nomitech to the respective customer IT department when requested, so as to ensure proper upgrade/update installation. Nomitech to meet the SLA of 01 days for upgrade/update support response related to potential set up of released updates/upgrades. The SLA of remotely assisting the customer IT department to resolve any upgrade/update related issues is defined to 03 days after customer IT department clarification on the potential Software Application update/upgrade issues. The above-mentioned SLAs will be valid under the condition that no system software/hardware will be performed by the customer without prior knowledge of Nomitech. In any such case the SLA as described below will not be applicable. Nomitech ensures that upgrades/updates are compatible with system requirements as defined during the Software installation phase. Prior to any customer decision regarding any system software/hardware change or modification, which is not within the specifications as defined by Nomitech at the Software installation phase, it has to be

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communicated to Nomitech. Nomitech needs to receive any system software/hardware change or modification relevant request at least 03 weeks prior to the scheduled change or modification implementation date. Nomitech has to examine the changes or modifications requested and consult on the final solution that ensures Software compatibility, meeting the SLA of 02 weeks after the initial customer notice. At the user level upgrade support is provided as described below at first- or second-line support.

First and Second Line Support

First Line Support shall include but not be limited to (i) a direct response to users with respect to inquiries concerning the performance, functionality or operation of the supported programs (SLA 01 days), (ii) a direct response to users with respect to problems or issues with the supported programs (SLA 01 days), (iii) a diagnosis of problems or issues of the supported programs (SLA 02 days), and (iv) evaluation and proposal of actions along with time schedule for resolution of problems or issues of the supported programs (SLA 02 days). If after reasonable commercial efforts you are unable to diagnose or resolve problems or issues of the supported programs, you may contact Nomitech for “Second Line Support”. You shall use commercially reasonable efforts to provide Nomitech with the necessary access (e.g., access to repository files, log files, or database extracts) required to provide Second Line Support. Second Line Support shall consist of (i) a diagnosis of problems or issues of the supported programs, (SLA 03 days). and (ii) reasonable commercial efforts to evaluate and propose actions along with time schedule for resolution of reported and verifiable errors in supported programs so that such supported programs perform in all material respects as described in the associated documentation (SLA 04 days). Nomitech may review service requests logged by your technical contacts and may recommend specific organization and process changes to assist you with the above recommended standard practices.

First Level of Support	SLA	Remarks / Sequence
F.L.i) Direct response i	01 d.	
F.L.ii) Direct response ii	01 d.	
F.L.iii) Diagnosis	02 d.	After F.L.i / F.L.ii
F.L.iv) Evaluate & Propose	02 d.	After F.L.iii
Second Level of Support	SLA	Remarks / Sequence
S.L.i) Diagnosis	03 d.	After F.L.iv
S.L.ii) Evaluate & Propose	04 d.	After S.L.i

Nomitech web-based Customer Support System

Nomitech has developed an issue tracking system (ITS), that allows the centralization of communication at any stage of user interaction with the Software system. Users can manage, maintain, follow up, escalate and communicate the issues as well as assigning the user who is responsible for the proper resolution of that issue via the Nomitech ITS .By running reports on any particular problem each user has the opportunity to actually access a knowledge base via the Nomitech ITS and take advantage of the problems, reports and resolutions to common problems. Tickets are created online in a user-friendly help desk environment by accessing ITS when logging in to the Nomitech website. To ensure proper ticket communication and follow-up Nomitech ITS embeds a built-in email function that informs the ticket stakeholders respectively on any action performed or required at each stage of the problem-solving process. The end user can select, escalate or fade the ticket severity defining the urgency value assigned to it, based on the overall importance of that issue. Each ITS user can have issues assigned to them, that is, that user is responsible for the proper resolution of that issue. ITS users have the option of re-assigning an issue to another user, if needed. Each issue maintains the history of each change such as date of submission, detailed descriptions of the problem being experienced, attempted solutions or work-arounds, and other relevant information. For security, an issue tracking system will authenticate its users before allowing access to the systems. ITS database which is the main repository of the system is maintained by Nomitech under Nomitech authorization and administration.

Contact Information

Direct Contact Numbers will be provided for Nomitech's key members

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