



SafetySuite Support Agreements (SSA) are used for a wide range of services such as end user functional support, requests for end user training, configuration of new business requirements and reports, system health checks, upgrades and the installation of new enhancements.

Agreements are tailored to meet the specific demands of our customers support team. Throughout the course of the year a customer will be required to perform upgrades and asked to tailor the system to meet new requirements from the business users. SSA allows customers to anticipate these requirements on an annual basis and put a single structured arrangement in place for this support.

SSA offers 3 Services.

- **Upgrades:** Implementing Upgrades of the SafetySuite Product.
- **Continuous Improvement:** Identifying opportunities to enhance business process through incorporation of existing SafetySuite functionality.
- **Support Consulting:** Providing assistance in adding incremental functionality or finetuning configuration settings.

Upgrades:

As C-Net is intimate with the changes in each new SafetySuite version, release, and support pack; the effort to install and test these upgrades on a customers system is reduced. C-Net will review the content of the upgrade with you, pointing out the impact and opportunities that are relevant to your installation and new functionality that you may find particularly useful. Once the transports have been applied, C-Net will make the necessary adjustments to your configuration settings, and perform the testing necessary to ensure that your system will function properly. We will then review those components with you that will result in a new experience for your users.

C-Net anticipates the release of upgrades 4 times per year. You can choose the frequency of upgrades as one component of your support service.

Continuous Improvement:

C-Net has found that periodic review with the end users of the SafetySuite product can significantly enhance the users' experience. There are often business process suggestions, small changes in a setting, tricks of the trade, or simply pointing a user in the direction of a standard report that users find of great benefit.

During these periodic meetings end-users can ask questions and identify areas for improvement. A C-Net Solutions Group functional expert will provide answers and identify how the product can be tailored to improve business process, as well as describe opportunities for you to incorporate un-implemented functionality. You determine the frequency of these review sessions as another component to your support service.

Support Consulting:

This service can be used to respond to urgent queries, or to implement outcomes of continuous improvement meetings. The effort associated with these services are simply tracked and reduced from your pool of hours. You determine the number of hours you would like to purchase as a component to your support service.

Typical Support Agreement:

- Upgrades: 2 per annum X 24 hours
- Continuous Improvement: 1 day per month X 8 hours
- Support Consulting: per annum 100 hours

However you are free to mix and match the services you require either as an ongoing support agreement or once off services.

Terms and Conditions:

- Agreement fees are paid annually in advance.
- Any additional expenses as mutually agreed (eg. airfares and accommodation) will need to be authorised, organised and paid for by the customer.
- Unused hours can be carried forward for 1 year.

Further information

Contact



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