

# Maintenance and service

	<b>ServicesPLUS</b>
<b>Post-implementation assistance services</b>	
Phone assistance and e-mail assistance (support@forgestik.com)	1.5 free hours per month, for every 10,000\$ in maintenance
Remote connection	✓
Proactive communication via conferences, seminar, webinar and e-mails	✓
Free registration to our Forgestik Coffee-Break	✓
Normal hours for support: 8:30 am to 5:00 pm (EDT)	✓
Emergency support program: <ul style="list-style-type: none"> <li>• Weekdays: until 9:30 pm (EDT)</li> <li>• Weekends: 10:30 am to 9:30 pm (EDT)</li> </ul>	\$
Emergency support plan 24/7	\$\$
Number of people who can contact the assistance services	2
Assistance needing on-site help (minimum of 2 hours)	\$
<b>Response time vs severity of incidents</b>	
Severity 1 — Critical	< 1 hour
Severity 2 — High	< 4 hours
Severity 3 — Medium	< 8 hours
Severity 4 — Low	< 16 hours
<b>SAP or other software maintenance plan (no Forgestik service included)</b>	
Major software updates (according to SAP's "roadmap")	✓
Regular updates (Patch Level # or PL) (if needed)	✓
Direct SAP assistance for escalating incidents	✓
Access to SAP portal, including documentation and on-line training (e-learning)	✓
<b>Installation services and software updates for SAP Business One</b>	
Installation of new workstation or updates (via telephone/Internet)	\$
Planning, configuration and functional testing. Work done at Forgestik's office	\$
On-site installation	\$
Specialized training for users	\$
Access to virtual servers at Forgestik's office for migration testing	\$
Installation and configuration of virtual servers on Forgestik's servers (minimum of 2 hours)	\$
Execution of technical work required, remotely or on premises	\$