

Altraxis Ltd

Kiwi Workstream™

SUPPORT AND MAINTENANCE AGREEMENT

During the continuance of this Agreement, Altraxis Ltd shall provide the Licensee with all or any of the following support services, as required:

1. Licensee Commitment

The Licensee shall nominate up to two support contacts within their organisation; requests for support will only be accepted from one of these nominated contacts. The Licensee shall at the outset provide telephone and email address details for these contacts, and may change these nominated contacts subject to a 14 day notice period.

From time to time it may be necessary for training or support purposes to remotely access a computer within the Licensees network from the internet using a 'Remote Assistance' tool. This will only be done by prior arrangement with the one of the support contacts.

For remote assistance, the Licensee will ensure that they have an appropriate headset with microphone or suitable speakers and a microphone for use by their nominated contacts.

For web-based group training purposes, the Licensee will provide suitable computer speakers and an appropriate microphone and ensure the availability of either a large screen or projector sufficient to the needs of the number of attendees.

The Licensee commits to accepting automatic non-chargeable release updates in a timely manner.

2. Installation Support

Altraxis Ltd will provide an automated installation for appropriate servers that, in most cases, do not require specialised IT support beyond the ability to log onto the server as an administrative user.

In the event that the automated installation cannot operate, due to server restrictions or non-supported server configurations, Altraxis Ltd support staff will provide telephone support, (possibly in conjunction with a remote assistance tool) to the Licensees own IT support specialists to assist with the installation.

In the event that on-site installation support is required, for example, in the absence of Licensee IT support specialists, this will be chargeable at the Altraxis Ltd 'Support Day Rate' plus pre-agreed travel expenses.

3. Training

Altraxis Ltd provide self-paced web-based training at three levels within this support agreement:-

- System administration
- Process design and build
- Day-to-day system operation

These courses are available to the Licensee throughout the continuance of this agreement.

Further, Altraxis Ltd support staff will provide web-based interactive training using an appropriate online assistance tool by arrangement with the Licensee as follows:-

- System administration – 1 session of two hours
- Process design and build – 2 x 2 hourly sessions
- Day-to-day usage – 2 x 2 hourly sessions

Further web-based interactive training sessions can be arranged subject to being charged at the prevailing rate.

Training at the Licensees site can be arranged at Altraxis Ltd 'Support Day Rate' plus pre-agreed travel expenses.

Altraxis Ltd also run chargeable training sessions in their Dorset office; prices and schedules on application.

4. Problem Resolution

In the first instance the Licensee shall register any problem using the Altraxis Ltd online support system [preferred] (support.altraxis.co.uk) or using email (support@altraxis.co.uk).

A clear description and any supporting evidence such as screen shots or listing must be provided, and a brief statement as to the severity of the problem in terms of impact on the usability / functionality of the system. The information provided should be sufficient for Altraxis Ltd support staff to reproduce the problem.

Problems will be categorised by Altraxis Ltd in the following manner:-

- Urgent Serious degradation or failure of the system
- High Failure to perform specific actions but not preventing general operation
- Medium General usability problems
- Low Requests for enhancements and minor changes

Altraxis Ltd will attempt to resolve problems within the following timescales:-

- Urgent The same working day (being Monday to Friday, 9am to 5:30pm GMT/BST)
- High Within 5 working days
- Medium Within 20 working days

Problem resolution may in the first instance be to provide a 'work-around' solution, subsequently providing a commitment to resolving at a stated release date, subject to the severity of the problem. Requests for enhancements and minor changes will be added to the Kiwi Workstream™ 'wish-list' and dealt with within the normal lifecycle management of the application..

Altraxis Ltd will use all reasonable endeavours to promptly correct any defects or errors reported and to make the corrections available via automatic updates as soon as practicable.

Problem resolution will on occasions require the use of a 'Remote Assistance' tool, enabling Altraxis Ltd support staff to directly interact with a Licensee computer in conjunction with one of the Nominated Licensee contacts using the internet.

5. General usage support

Altraxis Ltd is committed to ensuring that Kiwi Workstream™ fulfils its purpose and welcome the opportunity to assist the Licensee in this respect.

The Licensee is encouraged to contact Altraxis Ltd support staff via the online support system and to make use of the online forum and knowledge base at support.altraxis.co.uk.

6. Changes in law

Altraxis Ltd will from time to time make such modifications to the current release as shall ensure that the current release conforms to any change of legislation or new legal requirements which affect the application of any function or facility described in the documentation.

Altraxis Ltd shall promptly notify the Licensee in writing of all such changes and new requirements and shall implement the modifications to the current release (and all consequential amendments to the documentation which may be necessary to enable proper use of such modifications) as soon as reasonably practicable thereafter.