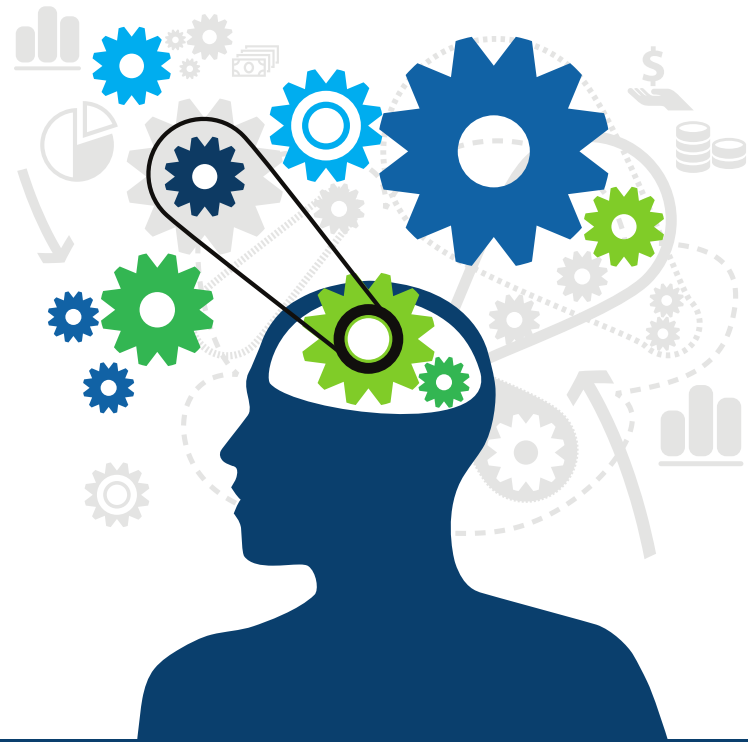


# CA Plex & 2E Retained Support Service Plan



## Turn to Us for Help and Advice

PrioritySupport covers comprehensive services including programming, operational guidance, migration and conversion planning and consulting, performance tuning, capacity planning, and knowledge transfer for your staff.

## Services Supported

CM WebClient, CM MatchPoint, and CM M3 are now eligible, as well as CA Plex, CA 2E, PTC Implementer, Worksoft Certify, Sencha, Kofax, Axon.ivy, and others.

### Worldwide Extended Support Programs

This comprehensive Retained Plan works for all client locations worldwide, and covers operational guidance, software development, version uplift consulting, platform migration, performance tuning, capacity planning, and even informal staff knowledge transfer.

### Support Info and Contact Options

Please send in your support requests to the CM First support team through our helpdesk portal. All your requests will be addressed with complete transparency throughout the process. CM First's support portal is compliant with government regulations around accessibility. Support is available online, via email, social media, or via a 24x7 call-in number with voice to text capability.

### Urgent Production 24x7 Support

Customer's live production environment is down, with critical impact to business ops. 60 minutes, following telephone escalation, CM First provides all reasonable efforts to continue to work on the problem until service is restored. Customer must be available to work with CM First at all times.

### Work with a Dedicated Representative

Whatever your problem or project, your request is handled by a dedicated CM First staff member who knows and understands your computing environment and your technical staff.

### Larger Development Projects

For projects requiring multiple resources, CM First offers a hybrid onshore/nearshore model to deliver quality code rapidly, and at affordable rates. Retained Services customers are entitled to special terms. Contact us for details.

### Create the Plan that Works for You

Use our support services either to augment your existing support programming staff, or to fully outsource your system function. Choose from multiple service plan options to create the combination of monthly fee-based and hourly rate-based support that meets your budget. Just call us at 1-888-866-6179 or send an email to [info@cmfirstgroup.com](mailto:info@cmfirstgroup.com).

### Company Profile

CM First is a global software and professional services company with focus on application modernization, custom development of enterprise apps and support of high-performing, agile teams. Over 400 private and public clients served.

For an infographic about CM First's capabilities, visit: [www.cmfirstgroup.com/resources/infographic](http://www.cmfirstgroup.com/resources/infographic)

Service Plan	Service Price	Rates*
■ Tier 1	\$ 1,995 per month	\$ 65/hour
■ Tier 2	\$ 1,260 per month	\$ 80/hour
■ Tier 3	\$ 945 per month	\$ 95/hour
■ Near Shore Rate		\$ Discounted/hour
■ Annual Plan	\$ 19,950	\$ 65/hour
No Plan Hourly		\$165/hour

\*Guaranteed 60 hours/Month

## Additional Terms and Conditions

### Monthly Basis (Six Month Minimum)

Services are invoiced and billable on a calendar month basis, for a minimum of six months. Monthly fees are billable in full as of the first day of the month. Changes in service plan selections are effective on the first day of the month following the 60-day notice period to change plans.

### Annual Basis

Clients may sign on an annual basis and if the full annual amount is paid at the time of sign-up, the client receives two free months of service. Therefore, the annual payment is the monthly rate multiplied by ten months, saving the client two months of retained fees.

### Service Plan Selections

Clients may change service plan selections with a minimum 60-days written notice. There is no charge to make such a change. Clients must remain on a selected service plan for a minimum of six months. Nearshore resources are available only to Retained Support Service Clients.

This retained service plan shall renew automatically every month if not specifically terminated in writing within 30 days of the next renewal date.

Non-plan or hourly-only clients receive response coverage on best effort basis after Plan 1-3 clients' needs are met. There is neither 24-hour coverage, nor guaranteed response time to non-plan clients.

### Minimum Charges

Phone or Remote Dial-in Support - One hour; On-site Support - Three hours. On-site Support is subject to a \$25/hour surcharge. Any travel time charges, if applicable, do not count towards the on-site minimums. Charges are billed in 15-minute increments. Guaranteed maximum of 60 hours of availability each month at the retained rate. Additional hours are not guaranteed, can be made available by advance scheduling and be at a higher rate.

### Time Travel Charges

Travel time is charged at the prevailing service plan rates depending on client location. Generally one hour of travel time in each direction is free for service plan clients during business hours. All travel time is billable for non-regularly scheduled/emergency work and non-business hour work from departure point.

### Non Billable Phone Support

CM First does not charge for many short duration usage/direction-type calls during business hours. CM First reserves the right to limit and/or bill such calls if they become excessive or the privilege is abused.

The selection of a particular service plan does not commit the client to utilize or CM First to perform a set number of billable hours per month. The monthly fee includes the cost of providing on call and Q&A availability as well as other service plan features.

Client \_\_\_\_\_

By \_\_\_\_\_

Printed Name \_\_\_\_\_

Title \_\_\_\_\_ Date \_\_\_\_\_

CM First Group

By \_\_\_\_\_

Printed Name \_\_\_\_\_

Title \_\_\_\_\_ Date \_\_\_\_\_

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