Retained Service Plan

TURN TO US FOR HELP AND ADVICE.

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

Worldwide Extended Support Programs

This comprehensive Retained Services Plan is available 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 for accessibility. Support is available online, via email, social media, or via a 24×7 call-in number with voice to text capability.

Work with a Dedicated Representative

As a Retained Services customer, 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.

SERVICES SUPPORTED.

CM WebClient, CM MatchPoint, CM evolveIT and CM M3 are eligible, as well as CA Plex, CA 2E, IBM i, DB2, PTC Implementer, Worksoft Certify, Sencha, Smart Bear, Axon. ivy, and others.

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.

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. The company's products and expertise help hundreds of customers in the public and private sectors reach their desired future state faster and more cost-effectively than by using conventional approaches.

About CM First Solutions

For additional information about CM First products and services, visit: www.cmfirstgroup.com/offerings.

Service Plan	Service Price	2019 Rates*
Tier 1	$2,100 per month	$68/hour
Tier 2	$1,680 per month	$84/hour
Tier 3	$1,050 per month	$105/hour
Annual Plan	2 months free, paid in advance	10 months for the price of 12 months
Nearshore Rate for All Plans		$37/hour
No Plan Hourly Rate		$188/hour

* $26/hour surcharge for onsite work

ADDITIONAL TERMS AND CONDITIONS

Monthly Basis (Six Month Minimum)

Services are USD invoiced and billable on a calendar month basis, for a minimum of six months. Monthly fees are billable in full on 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

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

Service Plan Selections

You may change service plan selections with a minimum 60-days written notice. There is no charge to make such a change. You 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 a best effort basis after Plan 1-3 clients' needs are met. **Neither 24-hour coverage or a guaranteed response time are offered 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 $26/hour surcharge. Any travel time charges, if applicable, do not count towards the on-site minimums. Charges are billed in 15-minute increments.

Travel Time Charges

Travel time is charged at the prevailing service plan rates depending on your 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 (less than 15 minutes) usage/guidance 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 you 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.