

## Host Analytics Support

Our mission is to ensure a 100% referenceable user base by providing world class support and infrastructure ensuring our customers and partners realize the maximum **benefits** from a successful **implementation** and continuing usage of our solutions.

### Our team

At Host Analytics our support team members undergo a rigorous certification process prior to joining active support. In addition, you will find that our support team is staffed with associates who have functional experience in Accounting, FP&A and CPM allowing our customers to work with knowledgeable staff that understand your needs and have the business and technical experience to assist you as you lead your organization through the CPM transformation.

### Service level performance

Customer support at Host Analytics is a true differentiator from other services in the SaaS space. We believe in transparency and we believe in our results and to prove it we make public our actual ticket response and resolution times as indicated in the chart below. We stand behind our commitment to world class support by offering a money back guarantee for any period that we fail to meet our commitment to our customers.

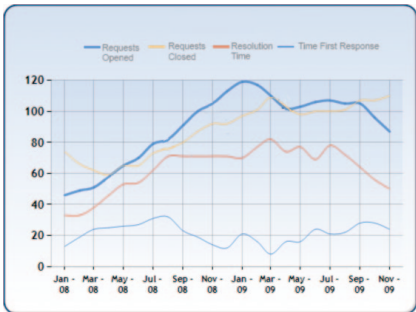
### Service level targets

Host Analytics will use commercially reasonable efforts to provide availability to the Application Services on the Production Environment 99.5% of the time, except for the following exclusions:

- Maintenance and upgrade downtime
- Any period of unavailability lasting less than 15 minutes
- Any unavailability caused by circumstances beyond Host Analytics' reasonable control, including without limitation, acts of God, strikes or other labor disturbances, war, whether declared or not, sabotage, and/or any other cause or causes, whether similar or dissimilar to those herein specified, which cannot reasonably be controlled by Host Analytics, computer, telecommunications, internet service provider or hosting facility failures or delays involving hardware, software or power systems not within Host Analytics' possession or reasonable control, and denial of service attacks

The service level targets and obligations shown below indicate the official policy of Host Analytics Support Organization on expected responsiveness on support incidents reported by clients. These service level commitments extend to all customers regardless of support edition.

Current Actual Support Performance



**Sean Finneran, Financial Systems Manager Sea Island Co.**

*He has 100% confidence that all his questions will be answered quickly and answered well – he knows he will get the answer he needs. Host Analytics' different support vehicles help to improve the efficiency of response – and this in turn reinforces his confidence in our support. Sean gives us a 5/5 level of satisfaction. Comparing us to others (he uses other application support desks), Host Analytics is "definitely set apart from the rest" in terms of quality of service.*

**Greg Smith, Financial Analyst CEA Global Education**

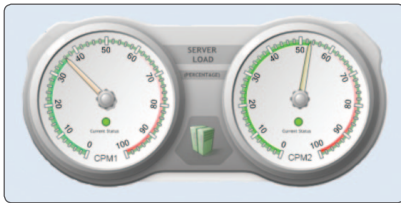
*Greg Smith can be talking to the support desk a couple of times a day during a new budget cycle mainly for "how to" type questions – he likes to take full advantage of all the functionality Host Analytics has to offer. Greg says "the support consultants are always extremely supportive" and also tells us he has not experienced this level of attentiveness and knowledge with other help desks – he gives us a 5/5 in overall satisfaction.*

### Support SLA definitions

Severity	Definition	Max Initial Feedback Time	Max Resolution Time	Service Hours
<b>Critical</b>	Incident – High business impact; Large part of the Application Service inoperable; Multiple End Users affected.	1 hour	6 hours	24x7 for Premium 15x5 for Standard
<b>Major</b>	Incident – Medium business impact; Loss of efficiency in the business operation.	4 hours	24 hours	15x5
<b>Minor</b>	Incident – Little business impact; Single End User or small number of End Users affected.	8 hours	48 hours	8x5
<b>RFI</b>	Service Request – Request for information; Possible business impact; Information needed for normal operations.	2 days	1 week	8x5

### Application performance

Host Analytics will continually monitor application performance from multiple perspectives and provide support under this Addendum to rectify and return to normal service and performance as described in the Documentation.



Server Load Performance

Components that Host Analytics continuously monitor for performance include but are not limited to:

- Page build time
- Planning template load time
- Planning template save time
- Report query execution time
- Network traffic
- Client machine operation time

*If at any time Host Analytics identifies a concern with any of the monitored performance points, Client will be notified in writing and a support case will be opened to track the resolution of the issue.*

### Support editions

Host Analytics offers two levels of service to our customers to allow you to choose the support services that best fit the needs of your company. The table below shows the details of the access methods and services available for working with Host Analytics customer support. Basic support is included with subscription for all user licenses. Call for pricing on Premium offering.

Support Packages and Pricing	Standard	Premium
Number of Users with Access to Support	1	3
Email Support	yes	yes
Online Support	yes	yes
Live Chat Support	no	yes
Phone Support	no	yes
2 hours of training per year	no	yes
Data API Access	no	yes
24x7 Critical Support	no	yes

**hostanalytics**

— decide