

APPLICATION SOFTWARE MAINTENANCE AND SUPPORT SERVICES

SunGard K-12 Education's Application Software Maintenance and Support Service provide you with the comprehensive support services to meet your ongoing needs as you use our application software. Under the terms of our Maintenance and Support Agreement, the following services are provided:

- Customer Support Center
- Customer Relationship Management
- Enhancements To The Software
- Customer Web Site
- Sharing User Community

CUSTOMER SUPPORT CENTER

Our success as an organization is dependent on how well our support staff services our customers every day – taking care of our customers is the most important thing we do. We work diligently to provide talented staff that are knowledgeable in the applications, strong communicators, empathetic to our customer's needs and experienced in school district operations. The tenure of our support staff is over 10 years, and a number of our staff has previous experience working in a school district. We are committed to partnering with you over the long term to ensure that your organization meets the goals and expectations that come with the implementation of our solution.

- **Hours of Service**

Application software support is available 8:00 am to 5:00 pm customer local time, Monday through Friday, excluding holidays, to respond to any question or problem you may have with the use of our products. Service needs outside of our normal business hours can be arranged in advance for a nominal fee.

- **Customer Support Case Tracking**

All customer support inquiries are recorded and managed in a customer relationship management (CRM) system. Support cases can be initiated by calling our toll free telephone number or entering the case via our support Internet portal at <https://support.sungardps.com/k12>. SunGard Public Sector's online case tracking system allows a collaborative environment for problem solving and all communication between you and our support staff is available on-line, real time. Besides being a powerful tool for tracking support requests, the system includes a full-featured knowledge base to assist you and our support staff in finding answers to your questions quickly. These tools have proved invaluable in enhancing service levels, measuring service quality, and improving customer satisfaction.

- **Response Times/Priorities**

When a support case is initiated, we establish along with the customer, the priority of the case. Priority levels define the severity level and impact a problem has on the customers operations. This enables us to be sure we are addressing your needs in the proper sequence.

- **On-Line Problem Diagnosis**

Our support staff utilizes diagnostic tools that enable remote system access to aid in problem resolution. Our staff can immediately see exactly what you are seeing such as data, reports, error messages, etc. and can bring this information back to our data center as necessary to facilitate problem resolution. We are in the process of implementing a new connectivity tool, SecureLink, which will provide improved security and connection reliability. This tool meets the rigorous SAS70 audit requirements. More information at <http://www.securelink.com/>.

- **Users/Client Access to Support**

It's important to balance the need for customer staff to access our support staff with the need to coordinate issue resolution between our organizations. For security audit reasons, we ask that you identify a few key contact names that can contact our staff for issue resolution. We want to ensure that we are providing support services to individuals that you have authorized to represent your organization.

CUSTOMER RELATIONSHIP MANAGEMENT

Your Customer Relationship Manager is your main contact for our ongoing relationship. Customer Relationship Managers are responsible for helping all clients achieve excellence in their use of the PLUS 360 application software solutions. Customer Relationship Managers contact each client on a regular basis with the following goals:

- Consistently measure the satisfaction level of all clients.
- Provide regular and personal communication to all clients.
- Help clients to improve the usefulness of the PLUS 360 solutions at their sites.
- Coordinate additional product sales, training and professional services.

The purpose of the Customer Relationship Manager is to build positive relationships and enhance client satisfaction through on-going communication with our clients and SunGard employees. The Customer Relationship Managers explore viable solutions for user issues, facilitates client awareness of services, products and new technologies, and brings client issues forward to management for consideration in resource re-allocation.

ENHANCEMENTS TO THE SOFTWARE

SunGard Public Sector continually commits funds to research and development for on-going product enhancement projects. SunGard Public Sector has an on-going commitment to our existing customers and will continue to focus on product enhancements that provide benefit and value to our customers.

Enhancements occur in one of the following ways:

- **Updates for Federal and State Reporting:** SunGard Public Sector understands that state and federal reporting is vitally important to school districts. Our PLUS 360 solutions regulatory software includes reports and programs that help districts fulfill state and federal reporting requirements. SunGard Public Sector assumes responsibility for providing and maintaining accurate federal and state reporting. A complete listing of provided regulatory reports can be provided upon request.

SunGard Public Sector takes seriously its responsibility to identify and understand all on-going changes to regulatory reporting requirements. For every state, we have dedicated teams who are responsible for delivering software modifications. These specialists maintain direct communication with regulatory officials, attend meetings, and monitor all published legislation and documentation to stay up to date. As state and federal reporting regulations continue to evolve, our Product Support Specialists provide direct support to customers through every transition.

- **Client Enhancements:** Customer input into the software development cycle comes from many sources (customer support, user groups, email database, demonstrations, RFP's, etc). The Product Manager reviews all these suggestions on a regular basis. First, the client defines a specification for the desired enhancement. SunGard Public Sector then reviews the specifications and provides a quote to develop the enhancement. Once approved by the customer, SunGard Public Sector will then develop the enhancement. If the enhancement would benefit other customers, it will be incorporated into the core software and released on a future software update.

CUSTOMER WEB SITE

SunGard Public Sector offers a central place for customers to gather information on upcoming releases, user group meetings, software updates and other topics relevant to those using the PLUS 360 solutions. Our customer services website was designed to provide a central reference area for our clients.

SUNGARD® PUBLIC SECTOR



The screenshot displays the SunGard Public Sector website. At the top, there is a navigation bar with links: Home, News, Contract, Support, Training, and Admin. Below this is a large banner titled "Introducing PLUS 360" with the text: "The comprehensive and innovative suite of K-12 software solutions supporting student achievement in over 1,500 school districts." The banner features a colorful, abstract background with a child's face partially visible on the right. Below the banner is a "Headline News" section with a list of links: eFinancePLUS W2 and 1099 Release Information, BusinessPLUS Year-End Release Information, PLUS360 on the iPad, K12 Newsletter - October, SunGard Public Sector K-12 2011 Holidays, SunGard Public Sector 2010 Holidays, eSchool+ Product Enhancement Requests as of 10/28, K-12 School District Management Contact Directory, eFinancePLUS V.4.3 Request Form, SunGard Public Sector System Requirements, and Click here to read about new features available on this site. At the bottom is a "QuickStart" section with links: Add a new Case, Search Open Cases, Search Knowledge Base, View a User Manual, Training Seminars, Common Questions, and Website Map/Help.

- **Company**

Information about our company, contact information, hours of support are available on our website.

- **News**

Announcements and articles are available and updated frequently with current information from SunGard Public Sector. Users can access information on client conferences such as registration and conference information. News Archives will contain past information from these areas.

- **Support**

Users can search for open cases or closed cases, or you can list all open cases. When you access cases, you are accessing the same system as our Product Support Specialists.

- **Knowledge Base**

Our customer website provides a robust knowledge base for customers to review prior to reporting a case. Our customer support website allows a collaborative environment for problem solving and all communication between client and support staff is on-line, real time. If you have a question about your PLUS 360 solution, chances are someone else has asked the same question before and many customer questions can be answered with a quick web search.

- **Documentation**

All user manuals are available on-line in PDF format. Revisions to manuals are posted and users can receive notification when new or revised documentation is available for download.

- **Software Updates**

All software updates, service packs and release notes are accessible via our customer website.

- **Customer Forum**

An online discussion site hosted by SunGard where customers can hold conversations in the form of posted messages. Many discussion threads are available to accommodate many areas of interest. For example, there is a thread where customers can share Cognos report specifications to help all customers benefit from reports that have been previously developed by other customers.

SHARING USER COMMUNITY

Each year SunGard K12 Education jointly hosts along with the SunGard National User Group (SNUG) annual client conferences for the PLUS 360 solutions which bring together customers from all across the country. SunGard provides staff to these user group meetings. Location and frequency of user conferences vary based on products and region. In addition to annual conferences, local user groups meet in more than 25 states. Customers in states without local user groups are welcome to join the groups in neighboring states. Most groups hold regular meetings where peers and officers from SunGard come together.

SUPPORT SERVICE LIMITATIONS

We occasionally experience situations where a customer requires an extraordinary amount of customer support service for an extended period of time. This occurs infrequently, but when it does occur it's most often for reasons of inadequate staffing in the customer's internal support group or inadequately trained customer staff. When this occurs, we find ourselves providing an inordinately large amount of support resource to one customer at the expense of being able to provide responsive service to other customers. We monitor service usage to help prevent situations like this from developing. However, if we determine that your service usage over a period of time exceeds 1.5 the median average of all customers of comparable size, we will contact you to recommend remediation activities intended to lower the reliance on our support service. If the remediation activities do not resolve the problem we will apply a monthly support service surcharge until the service levels return to a normal level. We will be proactive about such situations if they develop by making you aware that a problem exists in advance and we'll work with you to resolve the problem to help get your support usage back to a normal level.