

Support Plan Comparison

Support Requests There is no limit to the number of requests that can be raised with the XTAQ HelpDesk	Unlimited	Unlimited	Unlimited
Inclusive Support Tickets The XTAQ HelpDesk will provide an estimate of any work requested of them that is 'non-standard' (i.e. not classified as a HelpDesk issue in respect of the functional use of the Nucleus software applications) and thus may be billable. * (See Notes Below)	24 Tickets annually	12 Tickets annually	2 Tickets annually
Telephone Support The XTAQ HelpDesk will provide advice and assistance for issues raised in the functional use of the Nucleus software applications	Yes 9am – 5pm core UK hours (excl. English Bank Holidays)	Yes 9am – 5pm core UK hours (excl. English Bank Holidays)	Yes 9am – 5pm core UK hours (excl. English Bank Holidays)
Outside Core Hours Support Out of hours support provided with 48 hours notice	4 times annually	4 times annually	NO
Email Support The XTAQ HelpDesk will provide advice and assistance for your installation and configuration issues for the Nucleus software applications	Yes 9am – 5pm core UK hours (excl. English Bank Holidays) 2 hour turnaround	Yes 9am – 5pm core UK hours (excl. English Bank Holidays) 2 hour turnaround	Yes 9am – 5pm core UK hours (excl. English Bank Holidays) 24 hour turnaround (** unless incident is classified as a severity 1 – see notes below for more details)
Application Help files Designed to primarily assist the Nucleus System Administrator (NSA) with guidance, procedural help and tutorials within each Nucleus application	Yes 24 hour access	Yes 24 hour access	Yes 24 hour access
Online Knowledge Base The online Knowledge Base allows you to access technical problem-solving resources around the clock	Yes 24 hour access	Yes 24 hour access	Yes 24 hour access
Online Support Announcements This system provides a dedicated news and information channel for Nucleus issues – get the latest information as soon as it becomes available	Yes 24 hour access	Yes 24 hour access	Yes 24 hour access
Online Support Downloads Get the latest Product Updates and Support Documents online as a download service	Yes 24 hour access	Yes 24 hour access	Yes 24 hour access
XTAQ Quarterly Newsletter The XTAQ e-Newsletters are published 4 times each year with editions for Winter, Spring, Summer and Autumn, and are regular source of news and information about XTAQ and Nucleus	Yes Quarterly	Yes Quarterly	Yes Quarterly

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Installation and Configuration Assistance The XTAQ HelpDesk will provide advice and assistance for technical installation and configuration issues related to the software infrastructure and architecture required	Yes Online and documented support Helpdesk phone support Dedicated specialist	Yes Online and documented support Helpdesk phone support	NO
Best Practice Articles Designed to assist the Nuqleus System Administrator (NSA) with expert professional guidance on the practical best practice application of Nuqleus	Yes 24 hour access	Yes 24 hour access	NO
SQL Corner A real time saving feature for the Nuqleus System Administrator (NSA) to administer the Nuqleus database at a SQL level rather than an application level.	Yes 24 hour access	Yes 24 hour access	NO
Advanced Reporting Assistance The XTAQ HelpDesk will provide advice and assistance to assist you in developing enhanced and bespoke reporting capabilities to a detailed Client specification.	Yes Requires FTP Database backup and allocation of Support Tickets Helpdesk phone support Dedicated specialist	Yes Requires FTP Database backup and allocation of Support Tickets Helpdesk phone support	NO
Technical Health Checks The XTAQ HelpDesk will perform regular advanced Nuqleus Database 'health checks'. These checks will include maintenance of the data structures, include reports on application usage and recommendations on administration tasks required.	Yes Monthly Requires FTP Database backup	Yes Quarterly Requires FTP Database backup	NO
Operational Health Check Your appointed XTAQ Account Manager will conduct an annual health check to determine if your deployment of Nuqleus is meeting objectives and taking advantage of the features available to ensure efficient and effective usage.	Yes Annually Requires FTP Database Backup 2 days effort	Yes Annually Requires FTP Database Backup 2 days effort	NO
FTP Database Backup XTAQ will provide a facility to receive a backup copy of your Nuqleus Databases on an automated and scheduled basis. This allows our support personnel to provide specific advice relative to your Nuqleus set-up given the support issue.	Yes Daily or Weekly	Yes Monthly or on request	NO
Dedicated Nuqleus Database SQL Server Support The XTAQ HelpDesk will provide first line support with regard to the current and future requirements for Nuqleus Database Hosting, Configuration, Backup and Maintenance.	Yes Monthly Requires Dial-in access	NO	NO
Nuqleus Application Web Server Support The XTAQ HelpDesk will provide first line support with regard to the current and future requirements for installation, configuration and support of the Nuqleus web-based applications.	Yes Monthly Requires Dial-in Access	NO	NO

* Support Tickets

The XTAQ HelpDesk will provide an estimate of any work requested of them that is 'non-standard' (i.e. not classified as a HelpDesk issue in respect of the functional use of the Nuqleus software applications) and thus may be billable. An estimate will be quoted in terms of how many Support Tickets effort the work requested will encompass. For example, if a customised report that is proving too complex to complete is required by a Client and XTAQ's expertise is needed, the XTAQ HelpDesk will assess the complexity and work effort and determine how many Support Tickets encompass the request. Additional Support Tickets can be purchased separately as required. Support Tickets are quoted at £75.00 each (excluding VAT in the UK) and are billed monthly. XTAQ Professional Services may be recommended with certain work requests at a daily rate in lieu of Support Tickets.

** Severity level Classifications

XTAQ shall have the right to initially classify the Severity Level of any Support Incident reported.

Severity 1

A problem for which there is no known or no acceptable Workaround (as defined below) and which (i) prevents the execution of a Primary Function (as defined below), or (ii) results in an inability to capture data, or (iii) crash.

Severity 2

A problem for which there is no known or accepted Workaround and which (i) causes difficulty in execution of a Primary Function, (ii) a problem such that commitments are placed in jeopardy, or (iii) the operability of Nuqleus Software is significantly impaired.

Severity 3

A problem, which causes inconvenience and does not slow down the normal business operations, for which there is an acceptable Workaround but which is causing difficulty in the execution of a Primary Function. "Workaround" means a change in operations whereby the effects of a Non-conformance become less severe such that the Nuqleus Software can be used in normal operations and for its intended purpose. "Primary Function" means the performance of an essential operation of the Nuqleus Software.