

# armanino CARE PROGRAM DETAILS

## Continuous Assurance of Response and Excellence

Armanino's CARE program provides access to our dedicated Support team and a wide range of resources from solution architects and specialized consultants to trainers and technical support experts, all for a fixed, easy-to-budget annual fee.

Armanino offers a CARE program designed to fit your company's needs. You can rely on consistent, predictable and continuous support with reliable commitments to well-defined service levels. If you have subscribed to the Armanino CARE program, we will provide the following services to you:

### Unlimited Support Incidents

You are entitled to an unlimited number of Support Incidents during the term of your CARE subscription. "Support Incident" means a problem or error message encountered while performing a documented task within the Covered Application(s) (defined below) for which you have paid a subscription fee.

### Other Benefits

- **Two checkup calls** annually to discern strategy changes, user adoption and solution effectiveness.
- **Two passes** to the annual Armanino Client Conference, EVOLUTION.
- **One Training Day** per year (web-based) on any applicable software module, system usage, or new feature release.

### Covered Applications

The Armanino CARE program is currently available for the following applications:

- Intacct

### Contacting Armanino

All Support Incidents must be reported to the Armanino Help Desk in one of the following ways:

- Online customer support portal:
  - Armanino JIRA** (<https://armanino.atlassian.net>)
  - Intacct Portal** <https://intacct.secure.force.com/portal/>
- Email: [help@armaninollp.com](mailto:help@armaninollp.com)
- Phone: **925-790-2643**

The recommended contact method is through the applicable support portal, as multiple individuals are monitoring this and can respond most quickly. Each subscriber to the Armanino CARE program can designate two individuals as support portal users.

### Service Level

#### Response Times; Solution Proposed Time

Armanino strives to respond to each Support Incident, and to provide a proposed solution, within the times described below. These times vary based on the priority level assigned to the Support Incident.

"Response Time" means the length of time, during Service Hours, between Armanino's receipt of a Support Incident and the time Armanino begins support and troubleshooting of the Support Incident, as verified by an email or phone confirmation to you.

#### Service Hours

"Service Hours" means 6:00 a.m. to 7:00 p.m. Pacific Time, Monday through Friday, excluding holidays as observed by Armanino.

#### Priority Level

When submitting a Support Incident, you may designate the Priority Level, but we reserve the right to reclassify the Priority Level in our reasonable discretion. There are five Priority Levels are:

- **Blocker (P1)** – a Support Incident that is urgent and involves a complete loss of critical business function or a “system down” situation.
- **Critical (P2)**-- a Support Incident that involves an interruption to business process or data loss, but a work around exists and the business process is operational.
- **Major (P3)**-- a Support Incident that involves a loss of specific functionality, but no other business functions are affected.
- **Minor (P4)** -- a Support Incident that involves an issue that has no impact on the business function but may be an inconvenience in the processing of business transactions

### Your Responsibilities

- You must provide us with necessary access to your personnel and equipment. This access includes the ability to remotely connect to the equipment on which the Covered Application is operating and may also include the ability to obtain the same access to the Covered Applications and equipment as those of your employees having the highest privilege or clearance level.
- You are responsible for monitoring, controlling and managing the Covered Applications. For on premise implementations, this includes implementing procedures for the backup and protection of data and equipment to protect against the impacts of errors or malfunctions in the Covered Applications or your equipment. You are responsible for managing the permissions and user access to your system.
- You are responsible for training your personnel in the use of the Covered Applications.
- You must thoroughly document any suspected software errors. You must be able to recreate any suspected errors in the Covered Application for Armanino to provide effective support.
- You are responsible for maintaining compliance with your licenses for the Covered Applications and other software programs that you utilize.

### Pricing

Separate fees apply for each Covered Application. Please contact us for a price quote:

#### David Meharg

Senior Manager, Client Management  
925 790 2846  
David.Meharg@armaninoLLP.com

#### Theresa Brown

Partner, Client Management  
925 790 2844  
[ClientManagementSales@ArmaninoLLP.com](mailto:ClientManagementSales@ArmaninoLLP.com)

### Exclusions; Additional Terms & Conditions

If you bypass the Help Desk and contact an Armanino consultant directly, you will be charged for the consultant's time spent responding to your inquiry.

All support will be provided remotely, unless otherwise agreed by Armanino in writing.

“Support Incident” does not include:

- Any troubleshooting or support before the “transition to support” date for the Covered Application
- Installation of, or support for, any new modules added during the subscription period, unless otherwise agreed by Armanino in writing
- Support for other software or hardware that is not part of the Covered Application
- Upgrades or the application of patches, updates or service packs (for on premise environments)
- Disaster recovery assistance
- New report design or the redesign of existing reports
- Training
- Advice or consulting work that does not solely relate to troubleshooting error messages encountered in the Covered Application
- Other software specific exclusions

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Any consulting services provided by Armanino that are not covered by the Armanino CARE program will be billed to you at our standard hourly rates.

We do not represent, warrant or guarantee that (i) we will always be able to resolve a case fully, (ii) you will no longer experience a problem, (iii) we will provide a bug fix, patch or other workaround in connection with the identified problem, or (iv) any support or advice will result in any performance efficiency or improvement. You are solely responsible for the implementation and results of any suggestions or advice received.

The Armanino LLP Terms & Conditions for Consulting Services and Support apply to the Armanino CARE program and form part of our agreement to provide the Armanino CARE program to you. The current version of these terms and conditions is available at <http://www.armaninollp.com/services/consulting/terms>