Spinnaker Support Fast Facts

Spinnaker Support provides a unique blend of services for SAP, BusinessObjects, Oracle E-Business Suite, JD Edwards, Siebel CRM, Oracle Database, Oracle Middleware, and Hyperion.

Spinnaker Support has grown revenue by nearly 40% in the last 12 months ending March 31, 2016. Our SAP and Oracle practices are both healthy and growing. The market is embracing our range of third-party support, managed services, and consulting services. We are adding SAP support staff in each of our five regional support centers to meet growing market demand. We now support customers in over 90 countries.

In 2016 we have added three more Fortune 100 companies, which takes our count to 31. We serve enterprises of all sizes and industries. Our customers make the switch for three primary reasons: (1) To further stabilize their existing system, which they deem adequate to support their business for the next 3-5 years. At that time they will decide to upgrade or even migrate to the cloud if it is a good fit. (2) To reduce operational costs - to get through a time of financial challenge or to divert support fee savings to more strategic initiatives. (3) They are migrating to a new platform altogether and see no business case for paying a premium for diminishing support.

Spinnaker Support has been honored with three prestigious awards in 2016: A Top Workplace in Colorado, per the Denver Post, Silver Stevie Award for Customer Service Team of the Year category, and the CIOReview Top 20 Most Promising Database Service Providers.

Why Spinnaker Support Wins

1. We never charge for unused licenses and/or shelf-ware, thus often have a pricing advantage. Our pricing is specific to a prospect's application, module, and user counts, which we use to develop a 'bottoms up' pricing model (versus "show me the vendor invoice and I'll charge 50%").

2. There is a strong market demand for a single vendor with third-party support, managed services, and consulting capabilities. We leverage dedicated managed services and consulting teams to deliver stand-alone services. In addition, if our support customers have P1 and P2 issues, our full teams are leveraged to bring skills required to solve these as quickly as possible. There are no additional support fees associated with these situations.

3. The loss of the first case (inception to 2011) and the continuing litigation of our primary competitor by Oracle and other parties is viewed as high risk by increasingly more prospects. We win when risk is a key decision-making criterion. We have built our business on full respect of the intellectual property of Oracle and SAP, and deliver support without violation of the IP rights.

4. Our financial balance and strength is attractive, especially when CFOs are in the decision-making process. Some companies prefer dealing with a profitable vendor whose current asset-to-deferred revenue ratio is over 100% (Rimini's was 19% for comparative purposes). Spinnaker Support is a debt free company that continues to build security for its employees and customers.

5. Spinnaker Support, according to most prospects we engage, takes a lower-pressure, more consultative approach during the sales cycle. Many prospects embrace this approach.

Where we are now ...
Where we are going

Spinnaker Support is supporting enterprises that run SAP and Oracle in 93 countries. The following table illustrates our current geographic reach of customer and product coverage. For clarification purposes, we have added green and yellow highlights to indicate our planned expansion of resources and delivery engineers.

	High investment level		Moderate investment level

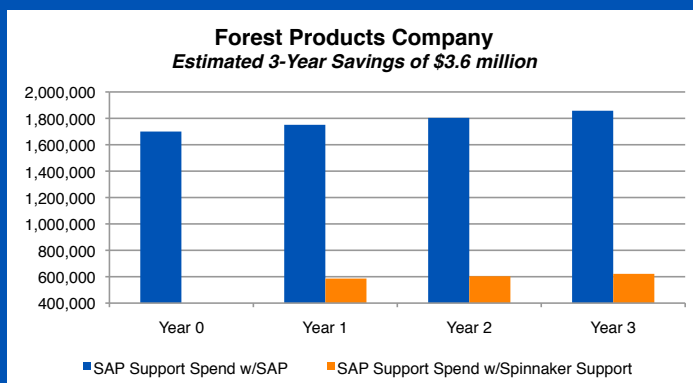| Region	Countries Supported	Languages We Speak	Applications Supported
Africa	Algeria, Angola, Benin Republic, Egypt, Ghana, Kenya, Libya, Mauritius, Morocco, Nigeria, Rwanda, South Africa, Togo, and Zimbabwe	English	SAP, JD Edwards, Oracle E-Business Suite, Oracle Technology
Asia-Pacific	Australia, Bangladesh, China, Hong Kong, India, Indonesia, Japan, Macao, Malaysia, Mongolia, New Zealand, Philippines, Singapore, South Korea, Taiwan, Thailand, and Vietnam	English, Cantonese, Mandarin, Japanese, Hindi	SAP, BusinessObjects, JD Edwards, Oracle E-Business Suite, Oracle Technology, Siebel, Hyperion
Europe	Austria, Belgium, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Luxembourg, Monaco, Netherlands, Norway, Poland, Portugal, Romania, Russia, Slovak Republic, Spain, Sweden, Switzerland, and United Kingdom	English, German, Russian, French, Spanish, Portuguese, Italian, Dutch	SAP, BusinessObjects, JD Edwards, Oracle E-Business Suite, Oracle Technology, Hyperion, Siebel, IBM iSeries
Latin America	Argentina, Bermuda, Bolivia, Brazil, Cayman Islands, Chile, Columbia, Costa Rica, Dominion Republic, Ecuador, Jamaica, Paraguay, Peru, Puerto Rico, San Lucia, Uruguay, Venezuela, and Virgin Islands	English, Portuguese, Spanish	Oracle E-Business Suite, Oracle Technology
Middle East	Afghanistan, Azerbaijan, Bahrain, Dubai, Iran, Israel, Jordan, Kuwait, Pakistan, Saudi Arabia, Turkey, and United Arab Emirates	English, Hebrew	SAP, BusinessObjects, Oracle E-Business Suite, Oracle
North America	Canada, Mexico, and United States	English, Spanish, French	SAP, BusinessObjects, JD Edwards, Oracle E-Business Suite, Oracle Technology, Hyperion, Siebel, IBM iSeries

Third-Party Support for SAP

Introduction

Spinnaker Support now provides third-party support for Weyerhaeuser, one of the world's largest forest products companies. They grow and harvest trees and manufacture and sell products made from trees. In 2015, the company generated $7.1 billion in sales, 32% of which was sold outside of the USA. The company employs approximately 12,600 people.

In 2014, this customer signed a three-year agreement for SAP support of their entire SAP environment. Their annual maintenance spend with SAP was $1.7 million. Spinnaker Support reduced this spend to $586,000 in year one, a savings of 66%. The customer was not charged for support of unused licenses and/or shelf-ware.

SAP Environment

- Version: ECC 6.0, EhP 5
- Countries Supported: USA, Canada, Poland, and Uruguay
- Languages Supported: English, Polish, and Spanish
- Professional User Count: 4,428
- Environments Supported: 13
- Functional Modules Supported: FI, CO, EC, TR, BPC, IM, RE, SEM, TM, OM, PA, GRC, HR, Payroll, L/D, MM, EHS, and ITS
- Technical Modules Supported: BI, BW, BusinessObjects, Netweaver
- Industry Solutions Supported: SAP Mill Products and SAP Oil & Gas
- Surrounding Architecture:
  - Hardware: Dell PowerEdge 12720
  - Operating System: Red Hat Linux, V6
  - Database: Oracle 11g

Forest Products Company
Estimated 3-Year Savings of $3.6 million

	Year 0	Year 1	Year 2	Year 3
SAP Support Spend w/SAP				
SAP Support Spend w/Spinnaker Support				

Third-Party Support for SAP

Introduction

Since January 2013, Spinnaker Support has provided third-party SAP support and managed services for D&M Holdings Inc. Spinnaker Support also delivers maintenance for the JD Edwards applications. Doing business as The D+M Group, through its subsidiaries, it designs, manufactures, and sells audio, video, and media equipment in North America, Europe, and Asia. The company offers amplifiers, tuners, speakers, magnetic tapes, compact disks, DVD players, DLP projectors, radios, video recorders, portable audio players and recorders, recording studio and broadcast equipment, and disc jockey equipment. The company's products are used in homes, schools, automobiles, offices, recording studios, churches, theaters, night clubs, hotels, and restaurants. D&M Holdings Inc. was founded in 2002 and is based in Mahwah, New Jersey. The company employs more than 2,000 people and markets its recognized brands (Boston Acoustics®, Denon®, Marantz®, etc.) in more than 45 countries.

D+M Group is saving almost $1 million per year with Spinnaker Support. Additionally, Spinnaker Support SAP consulting services were utilized to support D+M Group's corporate data center landscape project, that included replacement of hosted hardware – resulting in a more stable SAP environment, improved performance, reduced ongoing operating costs, and modern interfaces to surrounding tools and technologies.

SAP Environment
- Version: ECC 6
- SolMan: Yes
- Physical System Location: Kawasaki, Japan
- Countries Supported: United States, Japan, China, and Hong Kong
- Languages Supported: American English, Japanese
- Functional Modules Supported: FICO, SD, MM, and HR, excluding payroll
- Technology Stack Supported: ABAP Basis, Java, ESS, MSS, and Netweaver
- Tax & Regulatory Scope: Japan. T&R updates developed by and delivered directly as base code
- Surrounding Architecture:
  - Operating System: SQL Server
  - Database: SQL Server
  - Hosted: Yes, by Mitsubishi

Third-Party Support for SAP

VWR — We Enable Science

Introduction

In late 2015, VWR International signed with Spinnaker Support for third-party support of its SAP enterprise applications. VWR (NASDAQ: VWR), headquartered in Radnor, Pennsylvania, is the leading, global, independent provider of products, services and solutions to laboratory and production facilities for industrial, government, life science, education, electronics and pharmaceutical markets. 2015 sales exceeded $4.3 billion for the company. VWR employs more than 9,300 associates focused on supporting scientists, medical professionals, and production engineers.

VWR spends $1.1 million per year with Spinnaker Support for SAP software application support, which reflects a **64%** reduction in spend versus SAP provided support. The physical locations of VWR's SAP architecture are Amsterdam, Netherlands, and Piscataway, New Jersey.

Spinnaker Support's scope of services include third-party SAP maintenance (software break-fix and general inquiry support), onboarding, archiving, tax & regulatory updates, and ancillary support for interoperability, cloud strategy, virtualization, security advisement, performance tuning, etc.

SAP Environment

- Version: ECC 6 – EhP7
- Countries Supported: Austria, Belgium, Czech Republic, Denmark, Finland, France, Germany, Hungary, Ireland, Italy, Luxembourg, Netherlands, Norway, Poland, Portugal, San Marino, Slovakia, Spain, Sweden, Switzerland, UK, Canada, Mexico, USA, Argentina, Brazil, Chile, Costa Rica, Australia, New Zealand, China, India, Singapore, Turkey
- Languages Supported: English
- Production Environments Supported: 4
- Functional Apps Supported:
  - Finance and Control (GL, New GL, AR, AP, BL, AA, Treasury, CEA, CCA, IO, ABC, PC, PA, ML, PCA);
  - Sales and Distribution (SD, LE);
  - Materials Management (PO, IM, WM, IV, MRP, PP, PM, QM);
  - Business Warehouse (BW)
  - Other (PA-TIM, APO, CRM, RF, TDMS, Nota Fiscal, CA, PI, WF, GTS, ISR, FIORO, SolMan)
- Third-Party Integrations and I/F: Qlikview, Hyperion, SFDC, ATG, .NET apps
- Tax & Regulatory Scope: 34 countries – T&R updates developed by and delivered directly as base code
- Customizations: Medium
- Surrounding Architecture:
  - Hardware: HP ProLiant
  - Operating System: Red Hat Enterprise Linux 5
  - Database: Oracle 11i
  - Hosted: AT&T

SPINNAKER
SUPPORT

Third-Party Support for SAP

Introduction

Since December 2014, Spinnaker Support has provided third-party SAP support and SAP Application Management Services (AMS) for Noranda Alumina LLC. Noranda is an integrated producer of primary aluminum and high-quality rolled aluminum coils. The Company has two businesses: an Upstream Business and a Downstream Business. The Upstream Business is one of the largest non-metallurgical or chemical grade alumina producers in North America. The Downstream, or Flat-Rolled Products Business, is one of the largest aluminum foil producers in North America, and consists of four rolling mill facilities. Noranda is headquartered in Franklin, Tennessee and their internal SAP support team is centered in Gramercy, Louisiana.

Noranda reduced SAP annual support fees by 59% by switching from SAP-provided support to Spinnaker Support. Spinnaker Support allowed Noranda to consolidate support and AMS under one vendor to further reduce costs and to reallocate internal resources to other initiatives.

SAP Environment
- ❖ Version: ECC 6
- ❖ Countries Supported: USA
- ❖ Languages Supported: American English
- ❖ Production Environments Supported: 4
- ❖ Functional Modules Supported: Financials, Sales and Distribution, Materials Management, and Human Resources
- ❖ Tax & Regulatory Scope: USA, 1099 and related forms – T&R updates developed by and delivered directly as base code
- ❖ Surrounding Architecture:
  - ❖ Hardware: IBM HS21 Blades
  - ❖ Operating System: Red Hat Enterprise Linux 4
  - ❖ Database: Oracle 10g

Third-Party Support for SAP

Introduction

Spinnaker Support now provides third-party support for Publishers Circulation Fulfillment, Inc. (PCF). PCF has been serving the needs of the print media industry for over 30 years, helping publishers and circulation executives reduce costs, expand or maintain their delivery footprint, and stabilize service to improve subscriber retention. PCF is headquartered in Towson, MD.

In December 2012, PCF terminated their SAP third-party support agreement with Rimini Street and signed a multi-year agreement with Spinnaker Support. PCF cited more attractive pricing and more flexible commercial terms as reasons for making the switch. Spinnaker Support did not charge PCF for support of unused licenses and/or shelf-ware.

Compared to SAP-provided support, PCF is saving **63%** per year in SAP maintenance and support fees.

SAP Environment
- Version: 4.7 Enterprise
- Countries Supported: USA, India, Brazil
- Languages Supported: American English
- Production Environments Supported: 7
- Concurrent User Count: 500
- SAP Basis Support Pack Level: 620
- Functional Modules Supported: FICO, SD (MSD), MM, HR (Personal Time Management), MSS & ESS,
- Technical Modules Supported: BW 3.50, XI 200_620
- Third-Party Apps: Symmetry Gold Client, Z Option
- Surrounding Architecture:
  - Hardware: HP
  - Operating System: HP UX 11.31
  - Database: Oracle 11.2

SPINNAKER SUPPORT

Third-Party Support for SAP

Introduction

Since late 2014, Spinnaker Support has provided third-party SAP support for Dunn-Edwards Corporation, a leading paint manufacturer in the Southwestern United States. Dunn-Edwards Paints® has produced and sold premium paint products for more than 90 years and is the #1 Choice of Painting Professionals based on an independent study where licensed painting contractors in Los Angeles, San Diego and Phoenix overwhelmingly selected Dunn-Edwards Paints as the paint they would use on their own homes. With 126 company stores in California, Arizona, Nevada, New Mexico and Texas, and more than 80 authorized dealers throughout the Southwest, Dunn-Edwards is one of the nation's largest independent manufacturers and distributors of architectural, industrial and high performance paints and paint supplies. Based in Southern California, the company is composed of approximately 1,500 employees.

Dunn-Edwards Corporation is saving more than $100,000 per year on SAP support fees since making the switch to Spinnaker Support.

SAP Environment

- Version: ECC 6
- SolMan: Yes, v7.1
- Countries Supported: USA
- Languages Supported: American English
- Functional Modules Supported: FICO, SD, MM, PP, QM, MI, WM, BW, GRC, PI, EP, CRM, BusinessObjects,
- 3rd-Party Integrations Supported: Vistex, Dolphin
- Surrounding Architecture:
  - Hardware: VM Servers
  - Operating System: Linux SLES 11
  - Database: Oracle 11.2

Third-Party Support for SAP

Introduction

Packaging Corporation of America (PCA) is the fourth largest producer of containerboard in the United States and the third largest producer of uncoated freesheet in North America, based on production capacity. We have approximately 13,000 employees, with operations primarily in the United States. PCA's Paper segment operates under the trade name Boise Paper, a Division of Packaging Corporation of America. We manufacture and sell white papers, including both commodity and specialty papers, at three white paper mills located in the United States. PCA's net sales for 2015 were $5.7 billion. The company's corporate headquarters are located in Lake Forest, Illinois, a suburb approximately 30 miles north of downtown Chicago.

PCA is saving more than 60% per year on SAP support fees since making the switch to Spinnaker Support.

SAP Environment
- Version: R/4
- Countries Supported: USA
- Physical Location of System: San Lorenzo, CA
- Languages Supported: English
- Functional Modules Supported: Financials, Sales & Distribution, and Materials Management
- 3rd-Party Integrations Supported: Delago, Right Fax, HAHT Commerce, etc.
- Surrounding Architecture:
  - Hardware: HP-UX
  - Operating System: HP-UX
  - Database: Informix

Third-Party Support for SAP

Introduction

Lamina Technologies has been leveraging SAP support from Spinnaker Support since 2013. Lamina Technologies is a Swiss manufacturer of Carbide cutting tools, specialized in Milling and Turning inserts made of state-of-the-art Sub-micron grades and PVD coatings. Lamina products, if used correctly and extensively, will have substantial positive effects in reduction of costs per part, in reducing machine down time, in energy saving and in overall stock reduction of cutting tools. Its factory is located in Switzerland and all production processes of our Carbide products are made in-house to insure the highest Swiss Quality and consistency of production.

Lamina Technologies is saving more than 60% per year on SAP support fees since making the switch to Spinnaker Support.

SAP Environment

- Version: 4.6C
- Countries Supported: Switzerland
- Languages Supported: English
- Functional Modules Supported: Financials, Sales & Distribution, Materials Management, and Purchasing
- Surrounding Architecture:
  - Hardware: Dell PowerEdge 2900
  - Operating System: MS Windows Server 2003
  - Database: Oracle 9i

Third-Party Support for SAP

OCLARO™

Introduction

Oclaro, Inc. has been leveraging SAP support from Spinnaker Support since July 1, 2014. Oclaro, Inc. (Nasdaq: OCLR), is a leader in optical components, modules, and subsystems for optical transport and metro networks, enterprise networks, and data centers. Leveraging more than three decades of innovation in laser technology, photonic integration, and transceiver/subsystem design, Oclaro's solutions are at the heart of the fast optical networks and high-speed interconnects that are enabling the next wave of streaming video, cloud computing, voice over IP and other high-speed and bandwidth-intensive applications.

Oclaro has saved more than $350,000 on SAP support fees since making the switch to Spinnaker Support.

SAP Environment

- Version: ECC 5
- Countries Supported: China, Italy, UK, USA
- Languages Supported: English
- Functional Modules Supported: Financials, HRMS, Sales & Distribution, Logistics, Materials Management, Purchasing, and SCM APO
- Technology Modules Supported: BI, BW, BO Data Integrator, Enterprise Portal, Netweaver, Bex Broadcaster, SAP Master Data Management, Records Management, XI Basis
- Tax & Regulatory Scope: USA, UK, Italy, China. T&R updates developed by and delivered directly as base code
- Industry Solutions Supported: SAP High Tech & Electronics, SAP Retail
- Surrounding Architecture:
  - Hardware: Dell
  - Operating System: MS Windows Server
  - Database: SQL Server 2008

SPINNAKER SUPPORT

Third-Party Support for SAP

Introduction

Corbis Corporation signed with Spinnaker Support for SAP third-party support in late 2015. On May 2, 2016, Corbis Images, Motion, and Veer was acquired by Visual China Group (VCG). VCG is a leading visual communications and new media business in China and among the largest image licensing companies in the world. VCG owns and manages China's largest premium digital visual content platform, and is the first destination of choice for creative and media professionals to search, purchase and manage such content in China. Through its online licensing and copyright distribution platform VCG.com whose assets include 40 million editorial images, 30 million creative images and 1.25 million videos, with over 14,000 contributors and hundreds of image partners globally, the Group offers products including still imagery, videos, music, multimedia and other digital content to approximately 15,000 advertisers, media outlets and other organizations in China. It also operates China's largest and most popular branded online communities for visual designers and photographers.

SAP Environment

- Version: ECC 6 – EhP 1
- Countries Supported: USA, European Union, Australia
- Languages Supported: English
- Functional Modules Supported: Financials, HRMS, Sales & Distribution, and Materials Management
- Technology Modules Supported: Business Warehouse (BW), SEM, and Enterprise Portal
- Tax & Regulatory Scope: USA, EU, Australia. T&R updates developed by and delivered directly as base code
- Surrounding Architecture:
  - Hardware: Cisco UCS
  - Operating System: MS Windows Server 2005 and 2008
  - Database: SQL Server

Company Information

1. **Is your primary business third-party support for enterprise software? Please explain.**

   • Yes. Nearly 90% of total revenues, for the 12-month period ending March 31, 2016, resulted from our third-party support of SAP, BusinessObjects, Oracle E-Business Suite, JD Edwards, Siebel, Oracle Technology (Database and Middleware), and Oracle Hyperion. We also provide support for IBM iSeries operating systems.

2. **Do you supplement full time employees with contractors or outsourced resources who are directly involved in providing support to customers? If so, please explain your outsourcing strategy.**

   • Yes, however, Spinnaker Support's direct, full-time employees address 94% of our almost 10,000 annual customer support tickets. We utilize partners to support lower volume niche SAP or Oracle modules with less market demand. As our customer base for niche product grows, we hire full-time, direct employees to displace contracted subject matter experts.

3. **Please state the percentage of your company revenue attributed to third-party support (not including customers for general consulting, managed services or other services).**

   • Nearly 90% of total revenues for TTY ending March 31, 2016. The remaining 10+% reflects revenues for our managed services and consulting practices. As our third-party support business for SAP, E-Business Suite, and Oracle Database has recently accelerated, managed services and consulting revenues have fallen as a percentage of total – even though both of these service segments are increasing year-over-year.

4. **Please list key partnerships and alliances with other vendors.**

   • Spinnaker Support leverages a select few alliances and subscription services to enhance the third-party support we provide for customers. These include solutions for support tax updates, payroll updates, security threat monitoring, and disaster recovery. We currently have global support agreements in place with Deloitte and RSM International that enable access to experienced tax professionals and subscriptions enabling comprehensive support for any customer. We also have memberships with regional payroll associations in each of the more than 90 countries where we provide support. We subscribe to Thompson Reuters' vast research repository and are members of TSANet, the world's largest cooperative support community with all the legal and procedural policies in place to engage any other TSANet member.

Risk Mitigations and Certifications

5. **Is your company ISO 9001:2008 certified? If so, please list the specific processes included in the scope of compliance.**

   • Yes. All customer engagement and support delivery processes are ISO 9001:2008 certified, including (1) marketing qualification, (2) consultative selling, (3) customer onboarding, (4) archiving, (5) incident tracking and management, (6) customer satisfaction evaluation and follow-up, (7) contract renewal, and (8) customer off-boarding. Every employee is trained and tested on ISO 9001:2008 each year to help ensure that we deliver consistent, efficient, effective, and legal support anywhere in the world. New hires are also trained in great detail on our processes and approach.

6. **Is your company ISO 27001:2013 certified? If so, please list the specific processes included in the scope of compliance.**

   • No. We see this certification as more pertinent for companies that host sensitive data, which Spinnaker Support never does. Hosting unauthorized intellectual property can and has resulted in litigation for other vendors in our space. We employ resources that are experts on ISO 27001:2013 standards for purposes of providing advisory support to customers regarding a systematic approach to managing sensitive company information, and also complying with the procedures of all of our customers who have this certification.

7. **Have you ever had a client data breach?**

   • No. However, we have been contracted after an organization has suffered a breach. We helped bring up their system in "protected mode" while they recovered from a network breach, enabling access to their financial system in a safe, secure manner.

8. **Is your company litigation-free?**

   • Yes. This is frequently seen as a top risk-mitigation factor by our served market and is often a primary reason we win head-to-head battles against our main competitor. An increasing percentage of new prospects choose not to gloss over continuing litigation issues and see added risk associated with upcoming assessment of legal fees, lawsuits initiated by insurance companies, and a second case with Oracle (from 2011 forward).

	Spinnaker Support	Rimini Street
Third-Party Maintenance & Support		
Average 62% savings compared to vendor-provided support	◼ (blue)	◻ (yellow)
Never a fee for support of unused licenses and/or shelf-ware	◼ (blue)	
Supporting SAP, BusinessObjects, Oracle E-Business Suite, JD Edwards, Siebel, Oracle Technology, and Hyperion	◼ (blue)	◻ (yellow)
Standard agreement includes break fix, tax & regulatory updates, general inquiries, and built-in advisory services and support for all customizations	◼ (blue)	◻ (yellow)
End-to-end ISO 9001:2008 certified from prospect engagement through client off-boarding	◼ (blue)	◼ (yellow/black)
Global support coverage in over 90 countries out of five support hubs located in Denver, London, Mumbai, Singapore, and Tel Aviv	◼ (blue)	◻ (yellow)
30 minute guaranteed response after P1 or P2 ticket submission, often < 5 min, 24x7x365 "follow the sun" support coverage	◼ (blue)	◻ (yellow)
No sunset policy, run current version indefinitely	◼ (blue)	◻ (yellow/black)
Dedicated, named account support lead plus dedicated team of software engineers averaging 19+ years experience	◼ (blue)	◻ (yellow/black)
VP-level named account manager, from sales cycle through support delivery lifecycle	◼ (blue)	
Archiving of only what the customer is legally entitled to download	◼ (blue)	
94% of customer incident tickets addressed by direct employees	◼ (blue)	
Application & Technical Managed Services		
System Administration – workflow configuration and management, remote monitoring, technology architecture stack support, scheduled performance diagnostics and tuning optimization, package builds, system audits, patching and security updates, staff augmentation, and other.	◼ (blue)	
Data Management – EIM, EAI, quality validation, and modeling	◼ (blue)	
Application Development – custom code, forms and reports, custom application fixes, operational support, staff augmentation	◼ (blue)	
Consulting Services		
Wide range of capabilities including assessments, strategic and roadmap planning, project governance and support, implementations and upgrades, migrations, staff augmentation	◼ (blue)	

Application Management Services

Spinnaker Support delivers a range of application and technical management services that can vary in scope and depth depending on the application. We have managed services expertise within our third-party support teams and also employ separate managed services teams. It is important to note that the line between third-party support and managed services is often blurry. For standard third-party support and maintenance agreements, we routinely deploy managed services (i.e., performance tuning, custom code development, and browser compatibility improvement) whenever needed to resolve critical support issues (P1 or P2) at no additional cost to the customer. We deploy resources as needed to meet support agreement SLAs.

Outside of standard support agreements, we have built separate teams of managed services resources. We have refined our managed services scope and delivery model over time, beginning with our JD Edwards practice, where upwards of 50% of customers have at some time utilized more than one of our support, managed services, and/or consulting services. We have replicated the JD Edwards model across other application lines we support, including E-Business Suite, SAP and Siebel CRM. Customers contract with us for a range of managed services for:

- **System administration** - including user, role, and workflow configuration and management, internet application server (iAS) management, remote database monitoring, scheduled performance diagnostics, tuning, and optimization, scheduled package builds, system audits, patching and security updates, LDAP monitoring and management, service desk routing, management, and reporting, staff backfill and after hours support, and more.

- **Data management** – includes Enterprise information Management (EIM) and Enterprise Application Integration (EAI), data quality validation, and data modeling.

- **Application development** - custom code, forms and reports, customized application fixes when not provided for P1 or P2 support issues, packaged software such as our Q Series product for JD Edwards payroll on some legacy versions, etc.

- **Service desk, via ITSM system** – for ticket-based versions of managed services, including routing, management, and reporting.

Application Consulting & Advisory Services

Spinnaker Support provides advisory services as part of standard third-party maintenance agreements – at no additional charge. Such services include support and guidance related to application architecture and surrounding technology interoperability, performance tuning, cloud strategy, upgrades, migrations, virtualization, and security (including PCI compliance).

Outside of third-party support, Spinnaker Support provides a wide range of consulting services and capabilities for our customers, including assessments, strategic and roadmap planning and project support/ guidance, project governance, implementations, upgrades, integrations, developments (new or enhanced code, reports, forms, interfaces, conversions), migrations, and staff augmentation.

Application Implementation Services

Spinnaker Support provides varying degrees of application implementation services, dependent on type of agreement. For standard third-party support/ maintenance agreements, we provide new or enhanced code development when needed to resolve P1 or P2 support issues. We also diagnose and build fixes for compatibility and interoperability issues, if required to resolve P1 or P2 support tickets – at no additional cost. Also as part of standard support/ maintenance agreements, we provide support for all customer customizations.

As part of consulting engagements, separate from standard support/maintenance agreements, we provide new implementation / upgrade / migration planning and project management services for customers.

Service Approach

Guaranteed Response Time and SLA

P1	❖ **Critical** priority ❖ 30 minute guaranteed response ❖ 24x7 follow the sun until resolved
P2	❖ **High** priority ❖ 30 minute guaranteed response ❖ 24x7 follow the sun until resolved
P3	❖ **Medium** priority ❖ Response within one business day ❖ Assist from 8:00 am to 5:00 pm local
P4	❖ **Low** priority ❖ Response within one business day ❖ Assist from 8:00 am to 5:00 pm local

As a standard support program feature, do you provide a named support engineer as a single point of contact for the resolution of support issues?

Yes. At Spinnaker Support this role is called the Account Support Lead, or ASL. Every ASL is a highly experienced engineer and is the customer's primary support contact through end of contract. The ASL drives and oversees the support provided by Spinnaker Support, working with the customer support team, customer partners, and the Spinnaker Support global support team (and if necessary our managed services and technology teams) for the delivery of maintenance services.   The ASL is also responsible for all status reporting and proactive support discussions with the customer. In addition to the dedicated ASL role, Spinnaker Support dedicates named support engineer resources for each component of the customer's SAP or Oracle architecture(s). These dedicated support engineers work with their assigned customers on a day-to-day basis, providing maintenance support. The team of engineers that is assigned to a customer account go through an initial knowledge transfer process with the customer and then continue to build knowledge of the customer's architecture throughout the service delivery process over the life of the contract. Spinnaker Support's dedicated maintenance delivery teams become an integral part of our customer's internal support team and work in concert with customer's other service providers (Accenture, Wipro, etc.) as needed.

Follow the Sun Process for P1 & P2

When P1 and P2 level critical and high priority tickets are submitted, someone on the customer's dedicated Spinnaker Support team will respond and begin working on the issue within the guaranteed response time. The engineer that responds to the ticket will work the ticket until the engineer assigned to that customer comes online and can take over the ticket. The engineer assigned to that customer will own the ticket going forward, pulling engineers from global service centers to assist with working the issue on a 24x7 basis. Spinnaker Support's global service center locations include Denver, London, Mumbai, Singapore, and Tel Aviv.

As a standard support program feature, do you provide a named account manager for the business aspects of the relationship?

Yes, VP-level. Each customer benefits from a named account manager that is introduced during the sales cycle and stays with that customer throughout the customer engagement and support delivery lifecycle (sales, onboarding, archiving, service delivery, contract renewal, and off-boarding). The named account manager also works with customer IT, finance, procurement, business, and supply chain personnel to identify needs or requirements that can be addressed with additional Spinnaker Support services.

Do you guarantee that customers can continue to run their current product release? If so, for how many years?

Yes. We have a no sunset policy at Spinnaker Support, meaning that our customers can stay on their current JDE, SAP/BusinessObjects, Siebel, EBS, and Oracle technology (Database, Fusion, Hyperion) products for as long as it is fits their business. Spinnaker Support currently supports customers with application and technical architectures well over 20 years old.

Do you provide an online incident tracking system for support?

Yes. Our IT Service Management (ITSM) system is a feature rich, cloud-based, system designed as the hub/help desk to quickly and effectively engage the right people at the right time to address and resolve issues and answer general inquiries. Our ITSM serves as the central command center for contact management, real-time incident tracking, collaboration, content management, internal and external resource management, escalations, scheduling, event tracking, etc. It features a customizable real-time dashboard and strong reporting capabilities. A typical incident management flow is as follows:

- ITSM enables clients to initiate and submit tickets for identified issues, including the type, location, and priority of issue.

- ITSM triggers alerts to proper Spinnaker Support engineer(s) and engages analyst. For P1 or P2 tickets, the ASL updates ticket status to "in progress."

- The ITSM automatically escalates tickets to team members and management prior to the point that response time SLAs are reached to ensure our customer commitments are met.

- Analyst begins work on ticket and engages customer with questions if necessary.

- If development assistance is required, the analyst schedules development resource(s). Research is initiated and development begins. Fix is developed, tested, quality-assured, and confirmed.

- Final custom solution is passed to customer, who promotes it to the system production environment.

- When fix is successful, ticket is closed by the customer.

Is your incident tracking system process ISO 9001:2008 certified?

- Yes. Our ITSM system and all surrounding processes are fully ISO9001:2008 certified, including a closed-loop customer satisfaction system to ensure continuous improvement.

Certified System ™
SAI GLOBAL
ISO 9001
Quality

"Spinnaker Support's robust, ISO-governed processes enabled timely, smooth transition from Oracle maintenance. We are realizing significantly faster service response, problem diagnosis, and issue resolution for less cost."

Sr. Director of Global IT, Oclaro Inc.

1. **Are payroll, tax, legal and regulatory updates provided as a standard program feature or at additional cost?**
   - Yes. Tax and regulatory updates are included as part of standard support agreement at no additional cost. Exception is SAP US net payroll processing (BSI TaxFactory), which we aren't currently supporting. We do support US gross payroll processing and full payroll process in many other countries.

2. **Do you employ full time employees <u>dedicated</u> to delivering tax, legal and regulatory updates?**
   - Spinnaker Support employs dedicated, in-house, and full-time employee specialists that support customer Global Tax, Regulatory, and Compliance (GTRC) requirements.

3. **How many years' experience do you have delivering tax, legal and regulatory updates?**
   - Spinnaker Support has been delivering tax, legal, and regulatory updates since inception is 2008. Eight years experience.

4. **For how many clients do you provide payroll tax and regulatory updates?**
   - We provide tax and regulatory updates for the vast majority of our support clients - for JD Edwards, SAP, and Oracle E-Business Suite. Tax and regulatory updates are an integral part of the support we provide. We support customers with GTRC updates and reports in dozens of countries and in all 50 United States. Our team has developed a proprietary GTRC database that allows us to quickly scale services as new customers and new country requirements are identified. This disciplined approach alleviates risk by helping our customers prepare for recurring and ad-hoc changes to their unique tax and regulatory landscape. Examples of our GTRC services include:
     - ❖ Human Resource Changes – local country payroll updates, year-end reporting, 1099, social security, benefits, pension, etc.
     - ❖ Transaction Tax Changes – sales and use taxes, goods and services taxes (GST), value added taxes (VAT), customs and duties, treaty set taxes, provincial sales taxes, tax reporting, and tax implications of the EU, MERCOSUR, COMESA, AFTZ, and others.

5. **In how many countries do you currently <u>deliver</u> tax and regulatory updates to customers? (not just applying them on the customer's behalf).**
   - We deliver tax and regulatory updates to customers in nearly 90 of the 93 countries we support.

6. **Is your tax, legal and regulatory update process ISO 9001:2008 compliant and certified? If so, please list the specific processes that are contained within the scope of compliance.**
   - Yes.   Global tax, legal and regulatory bodies are continuously monitored.   When a particular update is identified, it is documented with a support ticket.   All planning, development, testing, and implementation is done through that support ticket, and the entire process is ISO 9001:2008 certified.   Additionally, our "year-end" reporting and update process for our payroll customers is also included in our ISO 9001:2008 controlled processes.
   - Spinnaker Support provides a standardized, repeatable process to deliver tax and regulatory changes with personalized net change and test scripts for each customer. We implement quality assured code changes specific to each customer's software version. Routine communications are provided throughout the year to prepare clients for what to expect going into the annual tax and regulatory cycle. Every update is personalized for each customer.

7. **In how many countries are you currently <u>capable</u> of providing tax and regulatory updates to customers? Please explain what this means for countries beyond your current delivery scope.**
   - In virtually any country or jurisdiction. We have a proven research model that is easily scalable, as well as resources we can tap as needed for additional support.

8. **How are payroll, tax, legal, and regulatory updates sourced?**
   - We have global support agreements in place with Deloitte and RSM International that enable access to experienced tax professionals and subscriptions enabling comprehensive support for any customer. We also have memberships with regional payroll associations in each of the nearly 90 countries where we deliver updates.

9. **How are payroll, tax, legal, and regulatory updates delivered? For example, are they part of a bundle or individually tailored to the specific client.**
   - Updates are delivered as identified and needed. Every update is individually tailored to each client, never part of a bundle. Typically in payroll, most updates are delivered annually as customers get ready to process their year-end forms.   But monitoring is continuous across all our customer's GTRC needs. We work closely with our customers when other updates are discovered, and deliver as needed. Updates are delivered electronically in a professional, branded format.
   - **NOTE:** "bundles" or "patches" are also a source of litigation with Oracle and vendors, as Oracle contends these become derivative code once developed/delivered to the first client - making all other clients in violation of possessing 'stolen code'.

1. **Do you provide a specific Interoperability Support service to help ensure customers are able to continue running their software as their infrastructure changes?**

    - Yes. Interoperability support services are part of Spinnaker Support's standard maintenance offering, included at no extra charge. For standard third-party support and maintenance agreements, we routinely deploy interoperability support whenever needed to resolve critical support issues (P1 or P2) at no additional cost to the customer. We deploy resources as needed to meet support agreement SLAs. Additionally, Spinnaker Support provides interoperability advisory services to guide customers with aging architecture and to ensure that applications we support work in concert as surrounding technologies evolve.

2. **Do you provide a specific Performance Tuning service?**

    - As a no-charge feature of standard support and maintenance agreements, we routinely provide performance diagnostics and tuning whenever necessary to help resolve critical support issues. This has always been a standard deliverable for customers across our support practices.

    - Under a separate managed service agreement, we provide scheduled diagnostics and performance tuning as an ongoing service. Spinnaker Support conducts system and database health check assessments to identify potential configuration and sizing issues. Current configuration parameters are compared against best practices with potential problems highlighted and mitigation measures provided to improve the performance. An engagement can have as narrow a focus as a single SQL statement or can look at performance improvement options for an entire application architecture.

3. **Do you provide a specific Security service?**

    - Yes. A no-charge feature of standard support and maintenance agreements. We provide continual vulnerability monitoring (the methodology is similar to our GTRC monitoring process) leveraging the National Vulnerability Database (NVD) for reported Common Vulnerabilities and Exposures (CVE) as do the software publishers. Spinnaker Support monitors critical vulnerabilities and exploits as they are discovered and works with the customer to implement mitigation measures – often before the software vendor is able to provide a fix.

    - Spinnaker Support also performs an initial security assessment in order to identify potential architectural or configuration vulnerabilities. Our focus involves the core products and their surrounding architecture components, i.e., database, middleware, the operating system, and firewall.

    - We also currently support customers with advisory services regarding Payment Card Industry (PCI) data security compliance to help them process, store, or transmit credit card information in a secure environment.

4. **Do you provide a specific service to help with browser or mobile interface compatibility issues?**

    - Yes. As part of Spinnaker Support's standard support offering, we frequently support legacy technology, which is often deployed through de-supported operating systems and browser platforms. We apply proprietary tools and partner technologies to find and address ongoing compatibility issues.

5. **Do you provide any services related to roadmap planning and application strategy to help ensure that customers can continue to use current systems well into the future?**

    - As part of standard support contract, we are frequently asked to take part in the customer's roadmap and strategic planning sessions. We also provide guidance as part of our no-charge advisory service or by answering general inquiries. Spinnaker Support software engineers average almost 20 years of experience, cumulatively involved in many diverse implementations. We have valuable assets that customers respect and leverage to help identify application strategies to address aspects of their architecture that are high risk, unstable, or outdated.

    - Under separate consulting engagements with defined project deliverables, we offer planning and strategy planning, project oversight, and execution expertise.

6. **Please describe "special services" or surcharges (other than those noted above) that fall outside of the standard support agreement.**

    - None other than those listed elsewhere under managed services and consulting.

1. Describe your onboarding process for new customers.

- Spinnaker Support customers are guided through a smooth transition process from Oracle or SAP-provided support. Our onboarding process is 100% ISO 9001:2008 certified. After the support agreement is signed, transition begins.

  - The customer is assigned a dedicated Account Support Lead (ASL), who appoints a dedicated team of resources aligned to the specific application architecture landscape and support agreement obligations.

  - Spinnaker Support conducts an internal kick-off meeting to review support requirements, based on customer landscape, license inventory, historical ticket analysis, etc. Based on all available data, a detailed onboarding project plan is created.

  - Spinnaker Support customer team is reviewed to add or replace go-forward dedicated team members.

  - The Spinnaker Support team sets-up new customer by creating a ticket in our ITSM system.

  - The formal kick-off meeting with the customer is then conducted, led by the Spinnaker Support ASL. Resources on both sides are introduced and the detailed onboarding project plan is reviewed with the customer. During the initial kick-off meeting, the customer shares insight on system landscape, reveals IT roadmap, and reviews tax and regulatory requirements. Modifications are made to the project plan if necessary. When the customer accepts the final version of the detailed onboarding project plan, next transition steps begin.

  - Documentation and training is provided to the customer so they can understand and use the Spinnaker Support ITSM.

  - Connectivity between ITSM and customer systems is established, as part of the alignment process. This ensures a secure, private customer knowledge transfer folder for sharing with the support team. This folder stores real-time contact, service scope, software landscape, and resource assignment information. Connectivity also includes Spinnaker Support's access to customer GUIs and maintenance environments located on customer systems. Protocol information, i.e., IP addresses and machine names, is exchanged. A dedicated virtual machine is set up to create a single point of entry into customer systems. A VMware backup connection is created.

  - A customer specific software inventory is created defining all pertinent data and information that they are legally entitled to download. A highly critical step to protect the IP and copyrights of the software publishers.

  - In most cases, our direct resources perform the actual archiving for the customer. In some cases, at a client's request, we manage and advise the archiving process but they perform the downloading. Details on the archiving process are provided in a separate section.

  - Confirm that all onboarding project plan tasks are completed.

  - Cutover to Spinnaker Support.

2. Is this service (onboarding) provided free of charge and if so is it the intent to carry on doing so?

- Yes. It sets the stage for any successful third-party support engagement and we intend to provide onboarding at no extra charge going forward. support agreement is signed, transition begins.

- In limited cases, Spinnaker Support has conducted stand-alone archiving services for organizations at a defined charge. This charge is deducted should the customer engage Spinnaker Support for ongoing software maintenance and support.

2. Is your Onboarding process included in any ISO 9001:2008 certification? Please list the specific Onboarding and Archiving processes that are included in the scope of compliance.

- Yes. All processes outlined above are covered end-to-end.

> " Spinnaker Support is delivering as promised. Their robust, audited processes enabled timely, smooth onboarding from Oracle maintenance. **Oclaro** is realizing significantly faster speeds of response, problem diagnosis, and issue resolution for less cost. "

Archiving Process

1. **Describe your process for helping new customers "archive" currently available releases and support materials from the software vendor before leaving vendor support.**

   • As a separate but integrated work stream during the Onboarding process, Spinnaker Support ensures that a new customer archives all pertinent data and information that they are legally entitled to download. In some cases, we manage and advise the archiving process. In most cases, our direct employees perform the actual archiving. The major goal is to create a searchable archive of licensed, uninstalled upgrades, patches, and related materials should customers want to install them in the future – while always protecting the software publishers' intellectual property rights.

   • We have built separate archiving teams for Oracle E-Business Suite and Technology, JD Edwards, Siebel, and SAP. These resources work in concert with the dedicated customer support team to ensure a surgical strike of entitled information. Archiving resources reside in our five regional support hubs. Our teams conducting archiving are not a largely 'off-shore' model.

   • The time it takes to archive varies from customer to customer, with duration depending on number of products, versions, and platforms/operating systems being archived. We leverage tools, such as WinRAR, to help facilitate and manage archiving processes.

   • Spinnaker Support employs very rigorous procedures to ensure <u>ONLY</u> the products licensed by the customer are archived. We tell prospects to beware of the vendor that brags about 10+ terabyte archives. Prospects can be just as liable or more so than the vendor who manages illegal archives.

   • Spinnaker Support manages the archiving process via a formal detailed project plan, which is unique for every customer.   The archiving process is comprised of the following key activities:

      ❖ Take inventory of customers' licensed software landscape.

      ❖ Develop archiving checklist and detailed project plan. Take great precaution to identify precise information that customer is legally allowed to download.

      ❖ Provision storage requirements and virtual machines.

      ❖ Perform archiving, indexing, and final review. Secure archive and limit access.

2. **Is your Archiving process included in any ISO 9001:2008 certification? Please list the specific Onboarding and Archiving processes that are included in the scope of compliance.**

   • Yes. All processes outlined above are covered end-to-end.

3. **Is your Onboarding and Archiving process included in any ISO 27001:2013 certification? Please list the specific Onboarding and Archiving processes that are included in the scope of compliance.**

   • No, this is not applicable unless the vendor is hosting the client archive without a partnership and/or permission from Oracle/SAP.

   • We believe this practice is and can be against the policies and laws established regarding intellectual property.

4. **How many customers have upgraded to a new application release contained in their Archive while under your support services?**

   • Only a handful of Spinnaker Support customers have actually upgraded to newer versions using archived information while under our support. It's discussed frequently, but executed rarely. This speaks volumes on how SAP and Oracle users can't justify the return-on-investment of costly upgrades.

SAP Services

Elevator Pitch

Spinnaker Support delivers a unique set of software services for enterprises that run SAP. Our distinct third-party support and managed services practices are comprised of some of the most experienced functional and technical resources in the industry. Our application and technology managed services capabilities were first designed to enhance the responsiveness and effectiveness of our SAP application support, and now we provide stand-alone application management services (AMS) and technology management services (TMS) for some customers.

Product Categories Supported

- ❖ Analytics
- ❖ Enterprise Management
- ❖ Supply Chain Management
- ❖ Content and Collaboration
- ❖ Financial Management
- ❖ Supplier Relationship Management
- ❖ Customer Relationship Management
- ❖ Human Capital Management
- ❖ Technology Platform
- ❖ Data Management
- ❖ Product Lifecycle Management
  - ❖ > 140 products supported

Built-in Advisory Services

- ❖ Application and surrounding technology interoperability support
- ❖ Performance tuning
- ❖ Cloud strategy
- ❖ Upgrade and migration support
- ❖ Virtualization support
- ❖ Security, data protection, and privacy support
- ❖ Analytics
- ❖ Mobile strategy
- ❖ User experience
- ❖ Messaging services
- ❖ SAP S/4HANA

Third-Party Maintenance & Support

Versions supported for R/3 and SAP 4.x	1.1, 2.0, 2.1, 3.0, 3.1, 4.0B, 4.5B, 4.6C, 4.6D, and 4.7 – all products
Versions supported for ECC	ECC 5 and ECC6, enhancement packs 1–7. more than 140 products
Support of unused licenses and/or shelf-ware	Never
Practice inception date	April 2012
Standard agreement includes break fix, tax & regulatory updates, general inquiries, and support for all customizations	Yes
Built-in advisory services, included at no charge for support of critical issues	Yes
End-to-end ISO 9001:2008 certified from prospect engagement through client off-boarding	Yes
Global support coverage in nearly 80 countries out of five support hubs located in Denver, London, Mumbai, Singapore, and Tel Aviv	Yes
30 minute guaranteed response after P1 or P2 ticket submission, often < 5 min, 24x7x365 "follow the sun" support coverage	Yes
No sunset policy, run current version indefinitely	Yes
Dedicated, named account support lead plus dedicated team of software engineers averaging 19+ years experience	Yes
VP-level named account manager, from sales cycle through support delivery lifecycle	Yes
Archiving of only what the customer is legally entitled to download	Yes
92% of customer incident tickets addressed by direct employees	Yes
Managed services practices built from inception to support P1 and P2 support issues as part of standard M&S agreement and to provide stand-alone or supplemental Level 2 and 3 services	Yes
Consulting practices built to support P1 and P2 support issues and to engage in cost-effective consulting projects for customers	Yes

Application & Technical Managed Services

AMS – development and deployments, service desk routing, user help, business analysis, year-end updates,and staff augmentation.	Yes
TMS – basis administration services, performance tuning and optimization, and service pack and tools installs.	Yes

Consulting Services

Wide range of capabilities including assessments, strategic and roadmap planning, project governance and support, implementations and upgrades, migrations, staff augmentation	Yes

Oracle Technology Services

Elevator Pitch

There is pent-up market demand for the single vendor that cost-effectively delivers third-party support for business applications, managed services for the databases and middleware, and consulting/advisory capabilities across an entire technology stack. Reduced cost, fewer service providers, less finger-pointing, and increased stack stability result when Spinnaker Support assumes this single vendor role.

Spinnaker Supports provides both a stand-alone technology support option or includes technology support in conjunction with business applications like E-Business Suite and SAP.

Database Modules Supported, include:

- Active Data Guard
- Advanced Compression
- Partitioning
- Application Express
- Performance Tuning
- Database Diagnostics and Configuration
- Provisioning and Patch Automation Pack
- Data Masking
- Real Application Clusters
- RMAN, DBCA, DUA, NetCA, and OUI
- Enterprise Manager
- SQLPlus, SQLLoader, and Developer
- GoldenGate

Middleware Modules Supported, include:

- Application Infrastructure
- Business Analytics
- Business Process Management
- Data Integration
- Developer Tools
- Mobile Platform
- Service-Oriented Architecture

Built-in Advisory Services

- Application and surrounding technology interoperability support
- Performance tuning
- Cloud strategy
- Upgrade and migration support
- Virtualization support
- Security support

Third-Party Maintenance & Support

Database versions supported	8i, 9i, 10g, 11g, and 12c
Middleware versions supported	All versions of middleware (Fusion) that relate to any certified Oracle business application or database application supported by Spinnaker Support
Hyperion versions supported	Version 9.9x and newer
Support of unused licenses and/or shelf-ware	Never
Practice inception date	May 2013
Standard agreement includes break fix, general inquiries, and support for all customizations	Yes
Built-in advisory services, included at no charge for support of critical issues	Yes
End-to-end ISO 9001:2008 certified from prospect engagement through client off-boarding	Yes
Global support coverage in over 60 countries out of five support hubs located in Denver, London, Mumbai, Singapore, and Tel Aviv	Yes
30 minute guaranteed response after P1 or P2 ticket submission, often < 5 min, 24x7x365 "follow the sun" support coverage	Yes
No sunset policy, run current version indefinitely	Yes
Dedicated, named account support lead plus dedicated team of software engineers averaging 18+ years experience	Yes
Archiving of only what the customer is legally entitled to download	Yes
93% of customer incident tickets addressed by direct employees	Yes
Managed services and consulting practices built from inception to support P1 and P2 support issues as part of standard M&S agreement	Yes

Managed Services

A wide range of database, middleware, and Hyperion services	Yes

Consulting Services

Wide range of capabilities including assessments, strategic and roadmap planning, project governance and support, implementations and upgrades, migrations, staff augmentation	Yes