

THE ULTIMATE SUPPORT GUARANTEE



INTRODUCING THE INDUSTRY'S FIRST ORACLE AND SAP SOFTWARE SUPPORT GUARANTEE

Making the move to third-party support should never be a risk. Our guarantee for new customers addresses your top concerns, whether they're legal compliance, security, or technical issue coverage. We stand by our customers and behind our record of service.

WHY A GUARANTEE?

The Ultimate Support Guarantee (USG) was developed to mitigate the perceived risks of switching away from Oracle or SAP. Organizations just beginning to consider alternative support providers may have concerns that include:

- Entrusting a vendor with critical operational software (vs. publisher)
- Fear that vendor has over promised and can't deliver
- No access to support portals or security patches
- High cost of reinstatement fees

The USG is your assurance that we will deliver on the support experience you expect and deserve, whenever and wherever you need it.

WHAT FIVE AREAS DOES THE GUARANTEE COVER?

1	Spinnaker will deliver legally compliant Services.	Spinnaker will not violate the license Terms of Use or intellectual property rights of the Licensor in the delivery of the Services.
2	Spinnaker will resolve issues with supported products.	Spinnaker will resolve Supported Product issues, including those in the custom code layer of the Supported Products, consistent with industry accepted practices and standards, and without the use of the Licensor's proprietary compiled source code.
3	Spinnaker will improve the system security.	Spinnaker's security and vulnerability management Services will provide mitigations to applicable system vulnerabilities in alignment with industry best practices.
4	Spinnaker will support interoperability.	Spinnaker will keep Customer's system operational using reasonable best efforts to resolve interoperability issues on Licensor certified products.
5	Spinnaker will defend license compliance issues.	If audited by Licensor as a direct result of the Services, Spinnaker will reasonably defend Customer.

HOW DOES THE GUARANTEE PROTECT YOUR INTERESTS?

This Guarantee is our commitment to providing you with the highest standard of service. Under the conditions outlined in the full Guarantee, if we do not deliver the services listed above in your Initial Term and you wish to return to Oracle- or SAP-provided support, we will facilitate your return, including covering associated costs as outlined in the Guarantee.

HOW CAN WE OFFER THIS GUARANTEE?

Spinnaker Support has an earned reputation for expertise and integrity. In our 2023 customer survey, we reported a record **98.1%** overall satisfaction. We trust in our business model, engineering staff, and ISO-certified processes. This Guarantee simply brings that same level of confidence and commitment to our customers.

WHO IS THE GUARANTEE FOR?

This Ultimate Support Guarantee applies for the Initial Term only.
This is for new customers only.

For additional details, please **visit our website** for more information
or **reach out to an account executive**.

