



Faye
Business
Systems
Group

Our SugarCare™ Plans



SugarCare - a FayeBSG Thing™

	Basic	Premium	Elite	Beyond
Annual fee	\$999	\$1,999	\$2,999	\$4,999
E-mail support for Level 1 and Level 2 Issues	Unlimited 24 hr response	Unlimited 12 hr response	Unlimited 4 hr response	Unlimited 4 hr response
Phone support for Level 1 and Level 2 Issues	1 Case / Month 24 hr response	2 Cases / Month 12 hr response	Unlimited 4 hr response	Unlimited 4 hr response
Users & Security Management	NA	Included	Included	Included
Upgrade Management	NA	Included	Included	Included
Report & Dashlet Management	NA	NA	2 / Month	4 / Month
Training Class Credits	NA	NA	1 Class per Month	2 Classes per Month
Personal Account Manager	NA	NA	Included	Included
Quarterly Planning Session	NA	NA	Included	Included
Sugar Toolkit	NA	NA	Included	Included
Project Billing Rate Discounts	NA	NA	5% Discount	10% Discount
Additional Sugar License Discounts	NA	NA	NA	5% Discount
Sugar Mobile e 5 Licenses	NA	NA	NA	Included

SugarCare by FayeBSG™ Support Plan Guidelines

DESCRIPTION

We take our role as technology and business partners very seriously and provide remote SugarCRM help desk support via phone and email. Phone calls are immediately routed to our Client Services Team or a Help Desk Support Analyst. If a Help Desk email account has been setup (support@fayebsg.com), it immediately forwards all emailed SugarCRM support requests to the appropriate individual for a response.

In this role, FayeBSG provides unlimited telephone and remote support for all SugarCRM related issues. We provide support for all versions of SugarCRM. This support also includes remote online support if remote access via the internet is available. FayeBSG will respond within four (4) hours to all support inquiries emailed or called during our standard business hours 9am – 6pm PST. If the issue is categorized as an “emergency” issue, FayeBSG will respond within one (1) hour.

For all issues, we offer a Help Desk Email Address at support@fayebsg.com. Emails sent to this address during the standard hours of 9am - 6pm PST will be responded to as indicated above. Emails sent to this address during the hours of 8am – 9am PST will be treated as an “emergency” issue and responded to within two (2) hours.

All support is rendered on a best efforts basis and guarantees a response to your call within four hours. Some calls require follow-up research that extends beyond the specified response time. This follow-up research is included under this support agreement. Any and all onsite consulting services required are billed at our current standard hourly rates.

TERM

The Term is For One Year From the Date Payment is Received.

TECHNICAL REQUIREMENTS

The following are required in order to be able to successfully provide some or all SugarCRM Remote Support:

1. A full-time connection to the Internet from the client site.
2. A username and password with administrative rights on the client's SugarCRM system.
3. Remote Access to the client's network if Sugar is hosted on premise.
4. FayeBSG recorded as Partner of Record with SugarCRM Software.
5. One Designated "Support Liaison" at the client. This will be the person authorized to call or email FayeBSG for support.

PLAN COST

The cost for SugarCare by FayeBSG is different depending on the plan selected. Please refer to the SugarCare Options Matrix for the cost of the plan that makes the most sense for you.

LIMITATIONS

Prior to requesting technical support, you agree to create adequate backups of your computer data. We are not responsible for data loss due to inadequate backups.

The SugarCRM Support Plan is designed to be a "support" plan. It is not designed to provide additional consulting, programming, or any other services. For purposes of this agreement, an "emergency" support issue is one where more than half of the users in a given Sugar environment cannot successfully access Sugar.

Please note that this agreement does NOT replace or include your Annual Software License Cost with SugarCRM. You must maintain that annual renewal with SugarCRM.

The following items are typically included in the support plan:

- Support for all versions of SugarCRM, including upgraded versions during the term of this agreement.
 - Providing information on program functionality and use of the system.
 - Error message troubleshooting.
 - Database repair and administration.
 - Product activation issues.
 - Providing assistance in determining whether an issue is program, database or environment related.
 - Remote assistance connections.
 - Suggestions of other products and services to fulfill an identified business need.
 - Minor form “tweaks” for alignment/position issues.
 - Limited user training on individual issues as they arise.
 - Assistance and support of your technical personnel who may be performing upgrades and updates independently. Please note that any upgrades or updates performed by your personnel must be approved by FayeBSG first in order to receive support of this nature.
- Support (not changes to) for any prior enhancements, customizations, or custom reports
- created by FayeBSG for your organization.

Services Not Covered but Available

- Custom report writing or updating.
- Development of workflow alerts and processes.
- Custom form development.
- Custom programming.
- Documenting your installation.
- Training Classes.
- Assistance with network troubleshooting and support.
- Installation of products, upgrades and service packs.
- Upgrade of existing versions to new versions, including all project management, consulting, development, and support related to the upgrade.
- Accounting & ERP Software support and troubleshooting.
- Development of imports and exports.
- Support for other software.
- Onsite consulting.

The services detailed above can be provided on an hourly or project basis as needed. This agreement is not transferable and is only valid for the specific company engaged with FayeBSG.

Depending on the SugarCare Plan selected, additional services may also be offered, including:

Add-On	Description
User & Security Management	This service includes the addition and management of new user setup, roles, and security for all Sugar users.
Upgrade Management	This service includes our team working with Sugar to test and deploy newer versions of Sugar. It does not include the upgrade of customizations or personalizations to the latest version.
Report & Dashlet Management	This Add-On will service your reports and dashboard needs. Our team will create the reports and dashboards that your teams uses to effectively manage their workload and information. Reports and Dashlets are limited to wizard based and do not include creating customizations needed for data points, use of the Advanced Reporting function, or importing/exporting related data.
Personal Account Manager	Your Personal Account Manager (PAM) is available to you by phone at all times to address issues relating to your instance, quick training sessions, and consultations to help you get the most out of your Sugar instance.
Quarterly Planning Sessions	We will schedule an online planning session each quarter where we review your instance with you, help you through thorny issues like User Adoption, and provide consultative advice to help you get the most out of your Sugar instance.

<p>Training Class Credits</p>	<p>Some of the SugarCare plans include Training Class Credits. One Training Class Credit entitles the owner to a one-hour training session in a topic of their choosing with a certified Sugar consultant.</p>
<p>Sugar Toolkit</p>	<p>The FayeBSG Sugar Toolkit has a number of helpful add-ons for Sugar, like a Consolidated Activity Report, having a field type that automatically increments sequentially, having the ability to log into another user's Sugar instance while in your own instance, and more.</p>

Please note that all services outlined in this document are still subject to all of the limitations and operating approach contained in the FayeBSG Professional Services Agreement - Terms & Conditions document.

CONTACT INFORMATION

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