



VERSA CLOUD ERP INC. • STANDARD EDITION

Services Guide



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Overview

This Services Guide has been created to help existing Customers understand how they can request the Services available to them from Versa Cloud ERP Inc.

These Services help Customer that have purchased Versa Cloud ERP Inc. business systems software products maximize the value and impact of their investments not only in the software they purchase from Versa Cloud ERP Inc but in related and integrated software and services that together make up the Customer's overall IT environment.

The Services offered by Versa Cloud ERP Inc include:

1

Implementation

2

Support (Defect Resolution)

3

Developer & User Training

4

Configuration, Customization & Operations

5

Consulting

6

Business Care

For a detailed description of these Services please refer to the Services Overview Brochure. For Pricing please contact your assigned Customer Success Manager.



Requesting Services

The Services offered by Versa Cloud ERP Inc. can be requested by making a Service Request via the Versa Cloud ERP Inc Services Portal or, via a Phone Call to the Versa Cloud ERP Inc Support Phone Number, or by reaching out to the Customer Success Manager assigned to you.



Services Portal

services.versaclouderp.com
support.versaclouderp.com



Support Phone

+1 855 445 2281



Customer Success Manager

Designated Contact

Service Requests on behalf of Non-Developer Users must be made to Versa Cloud ERP Inc by the Customer's Designated Contact(s) only.

Designated Contacts must be current Developer or Non-Developer Users on the software purchased from Versa Cloud ERP Inc.

The primary method for a Designated Contact to make a Support Request is via the Versa Cloud ERP Inc., Services Portal.

Customers may change their Designated Contact(s) from time to time by giving Versa Cloud ERP Inc prior written notice, including the relevant contact information for the new Designated Contact (s).

The Maximum Number of Designated Contacts that a Customer may have is determined by the Customer's Support Plan.

Developer Users on the other hand may contact Versa Cloud ERP Inc directly via the Versa Cloud ERP Inc Services Portal.



Next Steps

Once a Service Request is received in the Versa Cloud ERP Inc Services Portal, the Request is assigned a Service Request Tracking Number which is sent to the Customer to confirm receipt.



The next step is for the Service Request to be reviewed by the Customer's Dedicated Services Team who will determine the path forward.

Doing this may require requesting additional information from the Customer, involving additional people in Versa Cloud ERP Inc etc.

In all cases the Customer's Dedicated Services Team keeps the Customer in the loop as to progress

Support

Support Services offered by Versa Cloud ERP Inc provide Customers a means to report Defects in software offered by Versa Cloud ERP Inc and have them resolved in a timely manner that impact to the Customer's business is minimized.

Multiple Support Plans are available to Versa Cloud ERP Inc Customers including:



Essential User Support

is available to all Customers for no additional Fee beyond that paid for the Purchased Software.



Essential Developer Support

is available for an additional fee for developers customizing the Purchased Software or using its API to integrate the Purchased Software with other software and services.



Premium User & Developer Support Plans

Optional Premium Support Plans are available for Users as well as Developers for an additional fee. Premium Support Plans provide support on a priority basis, over more hours of the day and days of the week as well as on holidays.

Details of these Plans including Service Level Requirements (SLRs) are provided in the Service Overview Brochure.



Required Information

Support Requests must, to the extent possible, be filed on the Versa Cloud ERP Inc. Services Portal and include the following Information:



Email

The Designated Contact's Email Address.



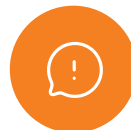
Company Name

Name of the Versa Cloud ERP Inc Customer



Login

Login Username for the Purchased Software



Subject Line

Short Description of the Software Function or Business Process Impacted and the Defect.



Business Impact

The Designated Contacts best assessment of the Business Impact (Severity Level: S1-S4) of the Defect resulting in the Support Request. These Severity Levels may be changed (in consultation with the Customer) by the Customer's Dedicated Support Team once it has had a chance to investigate the Defect and explore possible Solutions.



Detailed Description

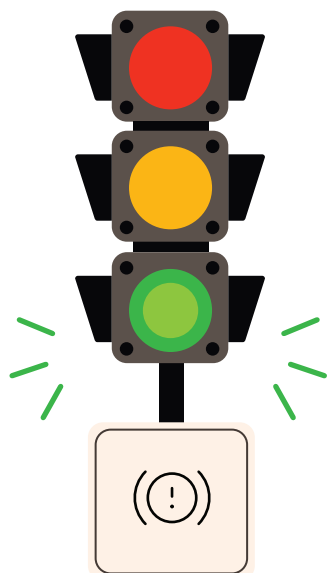
Details of how the Defect or Problem resulting in the Support Request manifested itself including:

- Description of what the User did
- How the Purchased Software responded
- The reasons why the software's Response/Behavior was a problem including the expected/correct Response/Behavior.
- Screen Shots/Video Recordings that show the User's actions leading up to the point when the Defect or Problem manifested itself as well as what happened immediately after.
- Reproducible Test Cases with associated Data that demonstrates the specific usage that causes the Defect or Problem resulting in the Support Request.
- Exact wording or Screen Shots/Video Recordings of all related Error Messages.
- Special circumstances surrounding the discovery of the Defect or Problem resulting in the Support Request if any.



Impact Severity Levels

The four Severity Levels used by Versa Cloud ERP Inc used to characterize the impact of the Software Defect resulting in a Support Request are as follows:



Severity Level 1 or S1 (Critical)

The Software Defect is Stopping/Severely Restricting the Customer from continuing Business Operations with no workarounds available.

Severity Level 2 or S2 (Significant)

The Software Defect is rendering one or more important functions of the Versa Cloud ERP Software unusable with no acceptable workaround available resulting in a serious impact on the efficiency of the Customer's Business Operations.

Severity Level 3 or S3 (Less Significant)

The Software Defect is rendering one or more important functions of the Versa Cloud ERP Software unusable but acceptable workarounds exist and the impact on the efficiency of the Customer's Business Operations is not serious.

Severity Level 4 or S4 (Minimal)

The Software Defect is rendering one or more non-important functions of the Versa Cloud ERP Software unusable. The impact on the efficiency of the Customer's Business Operations is minimal.



Processing Support Requests

On Receipt of a Support Request, Versa Cloud ERP Inc shall:

- Confirm Receipt of the Support Request via Email to the Designated Contact that filed the Support Request.
- Notify the Designated Contact of the Support Request Case Number that both parties must then use in any communications about the Support Request.
- Investigate the Support Request based on the Severity Level set by the Customer as adjusted by any subsequent follow up with the Designated Contact.
- Schedule and/or Advise the Customer of how the Support Request can/will be Resolved per Severity Level and Customer's Support Plan.
- If possible, provide the Customer with recommendations on how to work around the Defect or situation that resulted in the Support Request.
- Eventually Resolve and Close the Submitted Support Request per Severity Level and Customer's Support Plan.

Exclusions

Support excludes any Issues caused by:

- The Customer's Integration or use of any unapproved Feature, Program or Device with/to the Purchased Software or any part thereof;
- Non-conformance caused by unauthorized misuse, alteration, modification or enhancement of the Purchased Software; or
- Use of the Purchased Software that is not in compliance with the agreement between Customer and Versa Cloud ERP Inc.



Non-Support Service Request

Occasionally, Service Requests for Support are found to be unrelated to Software Defects. Once this determination is made, the Service Request falls outside the coverage of the Support Plan purchased by the Customer, categorizing it as a Non-Support Service Request.

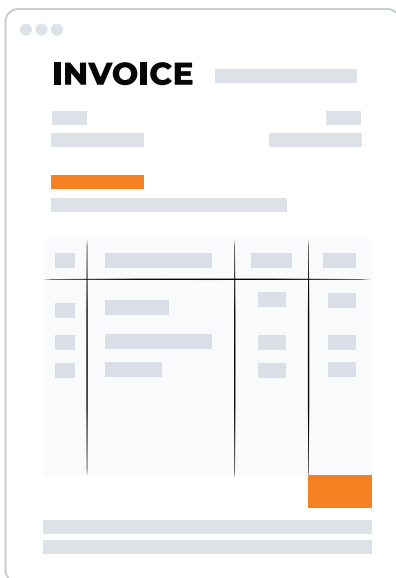
In such instances, the time and effort expended by Versa Cloud ERP Inc staff in investigating, discussing, resolving, and closing the Non-Support Service Request will be deducted from the Customer's Monthly Quota of Free Consulting/Training and/or Purchased Business Care Hours.



Any excess hours beyond those available to a Customer through their Monthly Quota of Free Consulting/Training and/or Purchased Business Care Hours will be invoiced to the Customer at the end of each month.

Change Orders

Customers initially acquire their Software Configuration and related Services by completing a Purchased Services Order Form with Versa Cloud ERP Inc.



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If they later decide to purchase additional Software and Services later on, these Sales are made using Change Orders, based on Quotes developed by Versa Cloud ERP Inc.

Executing a Change Order changes the deployed Software Configuration which in turn alters the Fees due.

Users, Modules, Customizations and Services with pre-determined Fees are repriced according to the then Current Price List.

Fees for Software Customization, Custom Integrations and other Services that require estimation are usually determined through Scoping Process to finalize Requirements and effort to Deliver them, followed by a Fixed Price Quote.

However, additional work beyond the original Quote may be identified, during the Change Order delivery process. In such cases, if extra effort is necessary, supplementary Change Order Fees may be requested, exceeding the initial amount.



Paid Scoping

The development of a Quote for a Customization Change Order usually requires a Paid Scoping Phase.

The aim of this Paid Scoping Phase is to clearly define the Objectives of the Change Order, determine the most efficient Delivery Methods, and establish a detailed Timeline for Delivery, enabling the formulation of a Quote.

Following this process, a Quote is generated, outlining the necessary Effort and associated Delivery Steps/Schedule.

In such cases, an Invoice is issued specifically for the Paid Scoping Phase only.

Once the Estimated Fees and Delivery Schedule derived from the Invoice are Reviewed and Approved by the Customer, a Final Change Order is issued for the Delivery of the Change Order Deliverables - Consulting, Training, Customization, etc.

There are instances where the Change Order development process may begin without the need for a Paid Scoping Phase.

This occurs when a requested Change Order Deliverable is sufficiently well defined that the

required Effort to deliver it and the Delivery Timeline can be easily Estimated with minimal Effort and a high degree of Confidence.

However, as work progresses towards finalizing the Quote, it may become apparent that additional work is necessary, prompting the initiation of a Paid Scoping Phase.

The Scoping Fee associated with Paid Scoping is based on Versa Cloud ERP Inc's Initial Estimate of Effort that may be required to finalize the Quote as well as Deliver the Change Order.

If more Effort is Estimated during Scoping, additional Scoping Fees may be requested beyond the Initial Scoping Fee amount.

Depending on the nature of the Change Order, the Scoping Fees may be fully or partially applied to the final Change Order Fees.

It's important to highlight that both Scoping and Change Order fees must be settled in full before the associated work can be scheduled.



Delivery Methodology

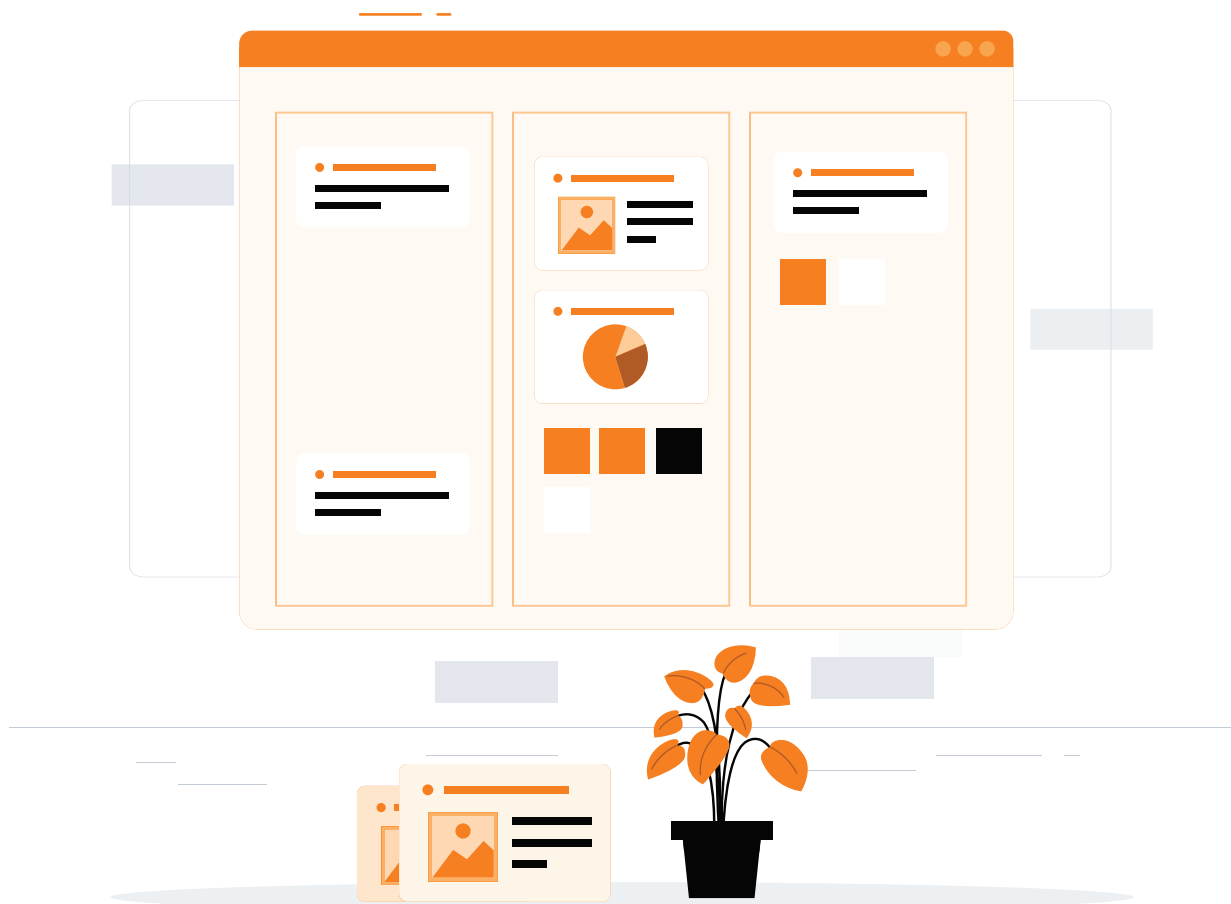
Change Orders for Software Customizations and Custom Integrations among others, are executed using an Agile Delivery Methodology which is a Collaborative and Iterative approach that prioritizes Flexibility, Adaptability, and Customer Feedback at every step of the Requirements Collection through Delivery Process.

This Methodology while originally created for Software Development, is now used across organizations in all functional areas including delivery of Services like Software Customization, Custom Integration, Support, Training and Consulting.

The basic approach is to break projects and deliverables into multiple smaller, manageable Units and Phases and for the Iterative Delivery of the final Deliverable.

Delivery Teams work in Short Cycles, to deliver an Initial Deliverable quickly followed by frequent, incremental improvements to the Initial Deliverable based on feedback from the Review and Testing of what has been previously delivered.

This approach based on a high degree of Transparency, Strong and Frequent Two-way Communication, allows Delivery Teams to create and deliver Change Order Items that are best aligned with the Customers original Requirements even as these Requirement get refined as the Change Order Items are delivered in phases.



Wish List

Not every Service Request from Customers results in a Support Tickets or Change Orders. For example, Customers might propose desirable Changes to Software Functionality or the incorporation of New Features

These Service Requests are Tracked on a Wish List managed by Versa Cloud ERP Inc and subsequently considered for delivery by inclusion on the Product Roadmap

Product Roadmap

The Product Roadmap is overseen by Versa Cloud ERP Inc Product Managers. Product Roadmaps serve as a Strategic Blueprint, delineating the Long-term Vision and Direction for the Product.

They offer a comprehensive Summary of the Product's Objectives and the means by which they will be attained in the Months and Years ahead. They also provide details of the specific Capabilities required to accomplish these Objectives.

Product Roadmaps are used to align stakeholders, such as Product Managers, Developers, Marketers, and Customers ensuring everyone is aware of and working towards common goals.



Prioritization

Versa Cloud ERP Inc. resources are allocated to address Service Requests from Customers based on the following Prioritization, with the Highest Priority given to S1 & S2 Support Requests:



High Priority Support

S1 & S2 Support Requests



Implementation

Tasks related to aiding Customers in implementing purchased Configurations, including Customizations.



Change Orders

Requests submitted by existing Customers through executed Change Orders.



Medium/Low Priority Support & Roadmap Items

Remaining Support Tickets, as well as updates and additions to Software and Services provided by Versa Cloud ERP Inc, guided by an ever-evolving Product Roadmap.



Wish List Items

Non-urgent Customer Requests, Suggestions, and Investigation Items. The Wish List is regularly reviewed by Versa Cloud ERP Inc Product Managers, and selected items are transitioned to the Product Roadmap for subsequent Prioritization on the Product Roadmap's Delivery Schedule.





Standard



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