



DOCUNAV SOLUTIONS PRIORITY SUPPORT AGREEMENT

The cornerstone of the DocuNav Customer Support program is Priority Support Service. Priority Support Service provides expert troubleshooting. Priority Support Service additionally provides you with answers to ensure smooth, productive operation of your system. DocuNav Solutions technical support team consists of expert problem-solvers trained to support customers across their complete Laserfiche / DocuNav solution. They troubleshoot, identify problems, and provide issue resolution—even when the issue is beyond Laserfiche. Support extends to troubleshooting with scanners, security, firewalls, networks, databases, operating systems, virtual machines and interfaces with 3rd party applications. With a Priority Annual DocuNav Support Agreement (PR DSA), you're entitled to the services listed below.

Priority Support Services

You can expect a response from our support team within 4 hours of reporting any issue to start the resolution process. Our PR DSA customers also receive expedited escalation of any issues that are mission critical to minimize system downtime.

All support services start with an e-mail or phone call to the DocuNav support team. Customers should identify valid technical support contacts for their organization and inform DocuNav of their authorized contacts. Authorized contacts should first e-mail or call to report service issues/questions. Emails should be directed to support@docunav.com. The e-mail should include information regarding the issues and/or questions. To speak with the support team, call 800-353-2320, option 3. As our support staff works on your cases, they may bring in additional staff expertise as needed to resolve your issues or answer your questions. We will prioritize incoming email support issues and phone calls for our PR DSA customers (within the 4-hour response time); for example, a system failure will receive a response before a scanning issue.

Priority Support includes:

- 4 Hour Response Time
- Remote Log-in Capabilities
- Support issues are logged into our system and tracked through completion
- Issue escalation to software developers when appropriate
- Annual 4 hour System Review with experienced DocuNav technical staff
- Free enrollment to Laserfiche Certified Professional Program
- Access to certain DocuNav specialized products at no additional charge—to enhance solution
- Access to the Laserfiche Software Assurance Plan (LSAP)

Priority Support Services offers assistance with:

- Installation and operation support services—to verify the software is operational
- Information services—to interpret error messages and suggest corrective actions
- Troubleshooting services across complete solution—to verify issues being addressed (even when issue extends beyond Laserfiche), to suggest problem-solving techniques, to determine work around solutions, to identify and resolve issues with supported peripherals and hardware
- Advice on proper system configuration and general best practices suggestions for Laserfiche Administration

Scheduled After Hours Support:

- After Hours: After 5pm CST/ Before 8am CST Monday-Friday, and Weekend Hours: Saturday-Sunday
- Multiplier is x1.5 regular professional services rate
- Tasks must be scheduled, minimum ½ day when scheduling on-site services

Optional 24/7 365 Days Support:

- DocuNav Priority Support Customers will be provided with support contact information to use for emergency support issues that may arise after normal support hours.
- Emergency Technical Support Access Fee is 10% of Priority DSA
- Multiplier is x3 regular professional services rate
- Support applies **24 Hours/Day, 7 Days/Week, and 365 Days/Year** – No Exclusion

Support hours are Monday - Friday 8:00 a.m. - 5:00 p.m., Central Standard Time, excluding holidays.

Laserfiche Software Assurance Plan

Your DocuNav PR DSA also includes the Laserfiche Software Assurance Plan (LSAP). Please see included LSAP document, Exhibit A, which is incorporated by reference.

LSAP entitles you to receive access to the [Laserfiche Support Site](#) where you'll find detailed technical information to help you optimize system performance and maximize uptime.

Online Resources Available:

- Knowledge Base articles
- Training Resources
- Forums
- Downloads
- Laserfiche Code Library

Technical Support Team

DocuNav's technical support team is comprised of implementation experts, technicians, trainers, and software developers. DocuNav's technical support team is recognized by Laserfiche, as Gold-Level Certified for their support services. Every one of DocuNav's multiple support staff members is tested and mandated to retain current certifications across the Laserfiche product suite.

DocuNav Integration Support

DocuNav PR DSA also includes support across all DocuNav integration tools. Your current support contract will allow you direct access to the developers of the integration tools ensuring a knowledgeable response.

Software Updates and Feature Enhancements

Your PR DSA includes comprehensive software assurance plans to help preserve your investment by delivering periodic updates that extend the benefits of the original purchase. These plans include crucial point updates, patches and service packs as released by Laserfiche throughout the year. Another advantage is Laserfiche full version releases are also offered at no additional cost as part of your PR DSA.

All DocuNav software will also follow along the same update schedule. As Laserfiche updates become available, DocuNav will release any necessary updates to DocuNav software ensuring customers maintain seamless compatibility across their solutions.

DocuNav tests all manufacturers' updates and consults with customers on an individual basis. After consultation, DocuNav will make recommendations for each customer's unique system on the optimal timing in the release cycle to consider updating. DocuNav's knowledgeable staff protects and guides customers to the most successful deployment of future updates and enhancements of their solutions.

Internet services and remote access

This service provides our PR DSA clients with remote access to the same quality assistance and advice that they would receive from an on-site visit by one of our technicians. Using remote connectivity, a DocuNav technical staff member can connect to your system and control your screen as you watch and speak with us over the phone. This powerful, interactive technique allows us to assist you in various tasks.

Annual System Review

Annually, a 4-hour remote system review with an experienced DocuNav technical team member has been included with your DocuNav PR DSA. This event can be scheduled by contacting your DocuNav Account Manager and can occur anytime throughout the year of your DocuNav PR DSA. During the annual system review, DocuNav technical staff will analyze the configuration of the existing Laserfiche application server, database, and backup procedures. Additionally, the Laserfiche configuration will be reviewed to include volume structures, folder trees, security and template field creation. Upon completion of the review, DocuNav will provide the customer with documentation detailing the findings as well as best practice recommendations for adjustments that would enhance the solution.

Extended User Education

Using hands-on teaching methods, end-user education courses are held throughout the year to help you design, develop, and maintain your DocuNav solution. Led by experienced teachers, you gain knowledge and expertise of your DocuNav Solution. Optional free webinars covering a variety of topics are also available throughout the year. Whether on-site or remote, the sessions provide improved employee understanding of your system and increased utilization.

Free enrollment to a variety of courses available through the Laserfiche Certified Professional Program (CPP) is also included and is a staple of your PR DSA. Every CPP certification includes online training that you can access from anywhere at any time. Through the CPP's comprehensive online training, you can gain complex content management skills without having to travel or spend time in the classroom. Along with online training videos, you receive a full training manual with screenshots and a detailed walkthrough of all the functionality relevant to the CPP course you are taking. To register for a CPP course, please contact your DocuNav Account Manager for details.

Grow the Value of Your Laserfiche Investment



Because technology changes so rapidly, keeping your systems secure, efficient and up-to-date can be a major challenge. Our **Laserfiche Software Assurance Plan (LSAP)** provides you with the comprehensive resources you need to meet this challenge successfully—and to maximize the return on your Laserfiche investment.

Learn More Inside:

- ▶ Lower your total cost of ownership
- ▶ Proactively manage your IT investments
- ▶ Simplify system maintenance
- ▶ Quickly adapt to changing business conditions

Laserfiche safeguards your organization's most important asset: your information. That's why LSAP is such an important part of your organization's document management portfolio.

In return for your annual LSAP investment, you receive everything you need to properly and cost effectively maintain your Laserfiche system:

- **Rapid-response technical support.** Your Laserfiche reseller will promptly troubleshoot and resolve any issues that arise—before they impact operations or affect staff productivity.
- **The latest hotfixes, updates and patches.** These critical items ensure that your Laserfiche system continues to operate at peak efficiency.
- **New releases.** You'll make sure your system stays current, as new releases of your licensed products are included at no additional charge.
- **Online support resources.** Your staff receive 24/7 access to the Laserfiche Support Site, where they'll find the detailed technical information that helps them optimize system performance and maximize uptime, as well as integrate your document repository with your organization's other line-of-business applications.
- **Comprehensive training.** All staff can take advantage of numerous hands-on training opportunities—including Regional Training and our annual Laserfiche Institute Conference—where Laserfiche experts will show them how to best use Laserfiche tools to increase productivity. Need information now? Videos, guides and other training resources are available on the Support Site around the clock.
- **An easy path to growth.** We're committed to continuously improving and expanding the Laserfiche product suite. And as we do, you can credit 100% of the purchase price of your current Laserfiche software toward any new product purchases.

Lower Your Total Cost of Ownership

The expense of maintaining your technology investments can be as significant as it is difficult to predict. LSAP, however, helps you take the guesswork out of budgeting, because it bundles everything you need to maintain your Laserfiche system into a modest annual payment.

For example, with LSAP, you'll receive complete support from your Laserfiche reseller, who brings their extensive experience designing, implementing and supporting solutions to meet and even anticipate your needs. You also won't have to budget for software updates, because you'll receive each new release at no additional charge.

And you won't have to pay an additional subscription fee for the hotfixes, utilities, technical articles and troubleshooting guides your IT staff need to maintain your system, customize Laserfiche functionality and provide quality technical support to users. With LSAP, all of this material is automatically available to your staff on the Laserfiche Support Site.

Maximize Your Return on Investment

Technology represents one of the most significant investments you make in your organization's success. That's why we're committed to constantly improving the Laserfiche suite to help you meet new business challenges. LSAP provides your organization with these enhancements as soon as they're released, along with the technical support that preserves and extends the value of your Laserfiche investment.

Perhaps most importantly, having LSAP gives you the option of purchasing new modules to add to your system as your organization's needs change. You also have the option of purchasing a larger Laserfiche system—and, when you do, you can credit 100% of the purchase price of your current software toward your new system.

Combine all these benefits into a manageable annual cost, and LSAP is the most cost effective way to make the most of your Laserfiche investment.

Support Staff Efficiency

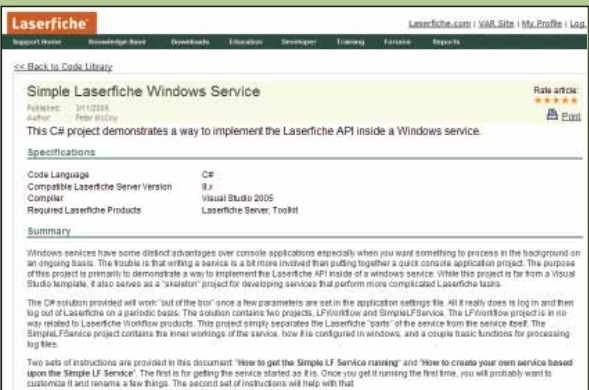
It's critical that your IT staff take a proactive approach to managing your technology investments. That's why LSAP provides IT personnel with the resources they need to effectively administer your Laserfiche system—and to prevent problems from occurring.

As part of your organization's annual LSAP investment, your IT staff receive round-the-clock access to the Laserfiche Support Site.

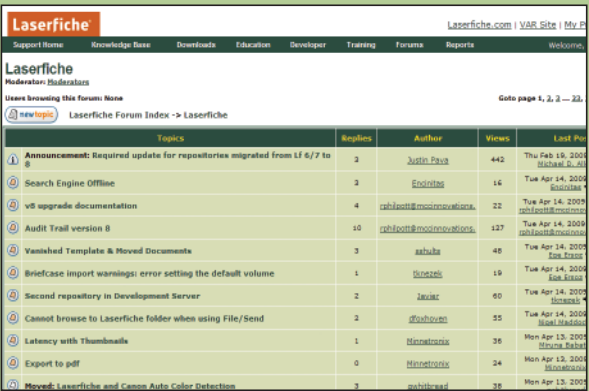
At support.laserfiche.com, you'll find:

- **Knowledge Base articles.** These technical articles, detailing configuration information, troubleshooting guidelines, known issues and tips for easier system maintenance, are based on customer support cases.
- **Training Resources.** From best practices and technical white papers to training guides and videos, you have access to the materials you need to configure and use Laserfiche most effectively.
- **Forums.** By engaging in ongoing discussions with the entire Laserfiche community, from engineers and other staff to resellers, users and product partners, your staff can learn best practices, discuss solutions to common challenges and suggest new product features.
- **Downloads.** Besides product downloads, upgrades and language packs, you'll find product utilities that help automate tasks, such as creating records series and building electronic folder structures.
- **Laserfiche Code Library™.** In the Code Library, you'll find downloadable scripts, integrations and custom applications to extend Laserfiche functionality, many of which are submitted by members of the Laserfiche community.

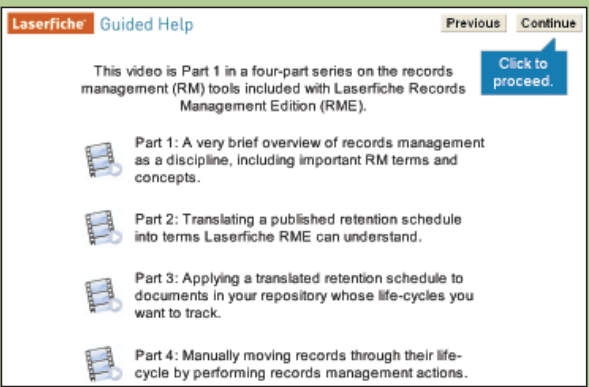
As long as your LSAP remains current, all Laserfiche users can register for the Support Site—so you ensure your staff have the information they need to continually improve their productivity.



Downloadable scripts and custom applications in the Code Library help your IT staff easily extend Laserfiche functionality.



Forums provide an interactive location to discuss product features and functionality with Laserfiche Developers and other members of the Laserfiche community.



Training videos provide hands-on instruction in how to use Laserfiche most effectively.

The Value of LSAP

From basic technical support to premium support that minimizes downtime and ensures you have every resource you need to meet technical challenges and expand your Laserfiche infrastructure, choose the LSAP package that meets your needs.

	Basic LSAP	Premium LSAP
New releases and product updates	✓	✓
Telephone support from Laserfiche engineers, through your reseller	(24 hours)	(4 hours)
100% credit toward product updates	✓	✓
24/7 access to the Knowledge Base articles, discussion forums and educational resources on the Support Site	✓	✓
Direct-to-Laserfiche Web chat for designated support personnel		✓
Fast-track escalation for rapid resolution of urgent support cases		✓
Preferred pricing on Laserfiche user education programs, including Regional Training and the annual Laserfiche Institute Conference		✓

Laserfiche creates simple and elegant document management solutions that help organizations run smarter. Since 1987, more than 25,000 organizations—including government offices, Fortune 1000 companies, healthcare organizations and financial services firms—have used Laserfiche software to streamline processes for managing documents, records and workflow. By digitizing paper archives, Laserfiche enables users to instantly pinpoint the information they need and complete daily tasks more efficiently. Secure Web access allows organizations to share information with remote offices, business partners and customers, while user- and role-based security options ensure compliance with government- and industry-mandated standards.

©2009 Laserfiche

Laserfiche is a division of Compulink Management Center, Inc. Laserfiche is a registered trademark of Compulink Management Center, Inc. All other trademarks are properties of their respective companies. Due to continuing product development, products specifications and capabilities are subject to change without notice. Printed in the USA. Item No. 7202.

Your Next Step

To learn more about LSAP, call (800) 985-8533 or visit www.laserfiche.com/lsap.

3545 Long Beach Blvd.
Long Beach, CA 90807
USA

E-mail: info@laserfiche.com
Phone: (562) 988-1688
Fax: (562) 988-1886
www.laserfiche.com