SOFTWARE SUPPORT
&
MAINTENANCE GUIDE

Hosted, 5 Hour Capped Support
RL6 and Delphi Versions
North America Region

October 15, 2019

CONTENTS

1   Welcome to RLDatix Software Support Services

The purpose of this Support and Maintenance Guide (the "Support Agreement") is to provide important information to customers who require support for their RLDatix RL6 and/or Delphi software and who have purchased a capped support service. RLDatix has created this document with the following objectives in mind:

- To outline what a customer can expect once their system is live and fully operational (post-implementation), provided the customer's annual Software Support and Maintenance fee is in good standing.
- To provide information on the scope of software support services available from RLDatix.
- To help named customer contacts such as System Administrator(s) and/or key IT personnel effectively access and utilize RLDatix support.

2   Service Hours

Support hours are limited to 5 hours per year. RLDatix will monitor the utilization of support services and provide a status report at minimum on a quarterly basis.

In the event that additional hours are required, the customer may purchase additional support time at the then published rate.

RLDatix will track all time spent by all RLDatix resources in relation to supporting the software. Activities tracked include, but are not limited to:

- All tasks associated with receiving, investigating and resolving technical issues submitted via tickets to the HUB.
- All tasks associated with inquiries and requests for assistance on system administration (e.g. adding fields, changing pick lists, managing users, reports, alerts, etc.) and "how to" questions.

Note: If an issue is determined to be a bug (software not performing as designed), then hours associated with the investigation and identification of the issue will be tracked but not deducted from the support hours. RLDatix will endeavor to provide a reasonable alternative/workaround, if available. Should the customer not accept the recommendation of RLDatix, all additional time spent providing the customer with other options will be deducted from the support hours.

Unused support hours do not roll over the next year, and cannot be transferred to other projects, products or services.

3   Services Included in Annual Support & Maintenance

RLDatix offers a variety of services, some of which are complimentary and are included under the Support Agreement, and others that can be purchased.

Services Included in Support:
    i)   Just-in-time product support by phone, email and tickets.
    ii)   Access to RLDatix resources for technical, how to and system admin inquiries.
    iii)   Access to HUB, a central online site which includes:
          a. Community

b. Knowledgebase and Training resources
c. Tickets for reporting and tracking support inquiries.
iv) Access to research and whitepapers on industry topics.
v) Access to new software releases containing new features and functionalities. (Note: Technical services to apply the update are not included and may be purchased at the published rate. Business services to orient and train on the new features may be purchased at the published rate).
vi) Level 2 technical support following completion of Level 1 troubleshooting by the customer's internal IT/help desk resources.
vii) Support in up to three environments (Test, Training, Production).
viii) Exclusive opportunities to participate in RLDatix sponsored events such as Palooza, Connections and tradeshow receptions (registration fees may apply).
ix) Submission and voting on product ideas and suggestions via HUB Community.

Services Available for Purchase:
i) RLDatix installation of software updates.
ii) Taining services and/or 1:1 instructor-led software training/orientation related to a new software version, new personnel, etc.
iii) Software configuration, forms design and report design.
iv) Technical services related to server migrations, technical consultation and stand-by services when customer is performing their own technical work, testing services following customer changes that affect the software, and other specialized requests.
v) Premier Success Plans and/or Remote System Optimization services.
vi) Legacy data conversion/migration from another system/database.
vii) Importing/exporting data to send to an external third party.
viii) Support for legacy environments (e.g. support of old Delphi environment after a move to RL6) or other environments not covered by the current Support Agreement, unless specifically purchased.

4 Product Lifecycle Policy

RLDatix requires a customer to stay current with their software version such that their Production version is within 2 calendar years of the most current version in general release. In order to ensure that RLDatix can provide you with live support when needed, customers should remain in compliance with this policy.

RLDatix reserves the right to retire older versions of the software. RLDatix will retire old versions approximately 2 years after general availability of a new version. Other factors such as browser support, operating system compatibility, etc. may also affect when an older version is retired.

When a version of software is "retired", live Technical Support is discontinued for that version. Self-service through the HUB knowledge base remains available, however, customers requiring remediation of issues by our support team will be required to first update to a supported version of the software.

RLDatix will publish and maintain a Product Lifecycle Policy on HUB, and will provide notification of version retirement within release notes and/or separate notification on HUB. Customers will be provided, at minimum, 12 months advanced notice of version retirement. By referring to the Product Lifecycle Policy and/or release notes on HUB, customers will be able to monitor retirement dates to ensure they remain on a supported software version and can plan accordingly for software updates.

5 The Customer's Role in Support

As our partner, the customer plays an essential role in ensuring their success by:

- Keeping current with the software by applying updates such that the Production version is within 2 calendar years of the most current version in general release.
- Setting up a Level 1 support mechanism with trained, skilled and available resource(s) to support end users with everyday questions, conduct initial investigation and complete thorough troubleshooting before referring issue to RLDatix Level 2 support.
- Ensuring all customer personnel are aware of the Level 1 internal support process for accessing front-line assistance.
- Designating key personnel who will act as contacts with RLDatix for support when Level 2 assistance is required.
- Reporting the necessary facts and information via the RLDatix support ticketing system including steps taken to produce the issue and screenshots.
- Establishing an internal change management process for tracking and approving software changes.
- Taking timely action on advice/recommendations provided by RLDatix, and timely response to communications from RLDatix (e.g. in tickets).
- Having an established process to provide internal software orientation and training to new hires/replacements, including key roles such as the System Administrator.
- Updating staff profiles via HUB to ensure that RLDatix has current information on key contacts.
- Ensuring that the RLadmin license (for RL6 versions prior to v 6.5.1) is reserved for use only by RLDatix personnel.

6 Assumptions

For RLDatix to meet the service standards, the following assumptions have been made. Failure to meet these assumptions will impact the ability to render support and may also affect support costs.

- The customer will provide VPN access to all environments and necessary systems for the purposes of rendering assistance. If VPN is not available, RLDatix cannot guarantee compliance to the Service Level Agreement.
- If VPN access has expired, the customer will facilitate the reinstatement of the VPN access in accordance with their internal policies. While VPN access is unavailable, the Service Level Agreement does not apply.
- The customer will provide a single generic VPN access account or will provide individual accounts for each of the staff requiring access for rendering support services.
- The customer is responsible for coordinating their internal resources and arranging timely access to the necessary internal business contacts and/or qualified IT contacts with appropriate system rights (e.g. DBA, Network Administrator, Interface Analyst, etc.) for further information gathering and joint troubleshooting.
- The customer is responsible for supporting their network and services that the RLDatix software requires.
- The customer will be responsible for providing and covering any associated costs related to unique software/hardware or licensing that is required in the customer's environment. This includes VPN access costs.

- The customer will comply to their own internal change management process and ensure necessary notifications and approvals are received so that there are no delays in RLDatix performing its duties due to change management oversights.
- RLDatix will be provided with any necessary reports and documents needed to perform its support responsibilities.
- The customer will conduct the expected Level 1 troubleshooting on the issue and will include their actions and findings when reporting an issue to RLDatix.
- The customer will comply with the RLDatix published technical specifications for the applicable software version.
- The customer is responsible for arranging and facilitating any meetings/calls between RLDatix and other third parties (e.g. another vendor the customer works with).
- An authorized customer representative will participate in any meetings/calls where RLDatix is required to engage with a third-party vendor to address a reported issue and/or work on a specific project.
- If the support intervention is deemed to be out of scope of this Support Agreement, the customer may purchase services from RLDatix, or may seek assistance from a third party.
- RLDatix reserves the right to monitor a customer's support utilization by tracking the amount of time all RLDatix resources spend responding to questions and inquiries. Where that utilization is excessive and/or atypical, RLDatix reserves the right to propose alternative service options to address the customer's needs, including potential adjustments to annual support fees.

7 Support Exclusions

Services provided by RLDatix under this Support Agreement does not include:

a) Correction of errors or defects caused by:
   a. operation of the software in a manner other than that currently specified by RLDatix.
   b. modification, revision, variation, translation or alteration of the software not authorized by RLDatix.
   c. operation of the software in an environment that does not meet the technical specifications for the applicable software version.
   d. operation of the software on an unsupported version at the time of the defect.
   e. use of the software by a person not authorized by RLDatix (as defined in the Terms of Use Agreement).
   f. use of computer programs other than the software.
   g. failure of the customer to provide suitably qualified and adequately trained operating and programming staff for the operation of the software.
   h. modifications to the SQL database structure and/or direct activities within the SQL database.
   i. hardware fault or operating system malfunction.
   j. customer's failure to comply with this Support Agreement.
   k. errors or defects that are the subject of a warranty under another agreement.
   l. mobile devices or hardware.
b) Maintenance of customer equipment or hardware.
c) Diagnosis or rectification of faults not associated with the software.
d) Furnishing or maintenance of accessories, attachments, supplies, consumables or associated items, whether or not manufactured or distributed by RLDatix.
e) Unique customer-specific VPN requirements such as specialized training of RLDatix resources, reapplying for access, frequent requirements for resetting of accounts, etc.

Customers will need to declare their specialized process and RLDatix will assess if the process fits within the scope of this Support Agreement.

f) Completion of customer-specific documents such as vendor security questionnaires. (Note: RLDatix provides a standard security assessment document that a customer can use to support their own questionnaire).

g) Development of custom SQL queries and triggers.

8 Level 1 and Level 2 Support

RLDatix provides Level 2 support. It is expected that Level 1 support will be provided by the customer's internal IT Department, Help Desk and/or a central resource such as the software System Administrator.

The following charts outline the differences between Level 1 and Level 2 support:

Level 1 Support provided by Customer		
System Administrator/Expert **(e.g. application expert in Risk Management or Patient Relations departments)**	**PC & Desktop Support** **(e.g. IT Department Help Desk)**	**Network & Connectivity Support** **(e.g. Network Administrator, Interface Analyst, DBA)**
• User cannot log into the application; resetting passwords • Configuration of alerts; investigation of alerts issues via alert center and log • Creation of reports; modification of reports • Creation and management of auto reports/scheduled reports • Modifying pick lists and location lists • User set up; managing user profiles; user permissions • Configuration and maintenance of location constraints • Printing issues • Investigation of any notifications not firing as expected	• Browser issues related to security settings, compatibility and other advanced settings, user rights, security zones, group policies, phishing filters, Active X control permissions, profiles, etc. • Anti-virus issues • Troubleshooting related to interface performance • User desktop support • Email sender issues • Access to admin tools for end users and training • General troubleshooting; checking PC event logs • Install/re-install of OS and software links • Install/re-install of thick Customer software on PCs (Delphi) • Performing internal QA testing as per organizational policies and procedures • Troubleshooting related to mobile devices/hardware	• Installation/update of RLDatix software • General server maintenance such as defrag hard drive, monitor HD available space, set and monitor system logs and alerts, install service packs, update drivers, system state back-up • SQL DB maintenance • Configure and troubleshoot Citrix issues • SQL DB connectivity errors • Backup and restore tasks • Email server issues related to SMTP configuration, spam filters, relays, black lists (MX record) • IIS server errors, configuration and maintenance • HL7 sender does not get a response from listener • General server issues; checking all services; checking Windows event logs • User membership to active directory groups • LDAP server/domain login issues • Mass deployment of thick client or relevant software (e.g. email sender.dll) • Mass deployment of changes and/or configuration of client-side application to work with RLDatix software (e.g.

Level 1 Support provided by Customer		
System Administrator/Expert **(e.g. application expert in Risk Management or Patient Relations departments)**	**PC & Desktop Support** **(e.g. IT Department Help Desk)**	**Network & Connectivity Support** **(e.g. Network Administrator, Interface Analyst, DBA)**
		security changes in IE pushed through active directory) • Troubleshooting related to server performance • Performing internal QA testing as per organizational policies and procedures • Maintaining approved network bandwidth/through-put and connectivity • Refreshing the Test and Training environments with copies of the Production database, including clearing of PHI • Virtualization software configuration or administration

Level 2 Support provided by RLDatix	
Technical Support	**Business Support**
• Troubleshooting related to software bugs and technical inquiries • Escalated technical inquiries from Level 1 point of contact • Unusual SQL DB behavior • Escalated software performance issues from Level 1 point of contact • Advanced IIS troubleshooting	• Escalated need for assistance with application functionality to correct an issue • Escalated need for assistance with advanced customization and configuration to correct an issue • Assessment of need for more extensive assistance such as training, configuration assistance, forms/report design and referral to appropriate RLDatix resource for scoping of effort and cost

9 Types of Support Issues

Customers may contact RLDatix for assistance with any of the following types of issues. These issues are reflected as ticket types in HUB.

i. How To/Question: A request for assistance on how to use specific features of the software, or how to perform a specific function.

ii. System Admin Assistance: A request for assistance related to configuration using any of the system administration tools.

iii. Technical Inquiry: A question or problem related to software technical functionality which may or may not be due to a bug.

iv. Update Inquiry: A question or problem related to the planning, installation or testing of a software update.

10 Authorized Customer Contacts

The customer may name up to 2 people per product who are authorized to contact RLDatix for support assistance, unless otherwise specified in the order form.

Typically, this includes:

- The key customer business contact (e.g. the System Administrator)
- A designated IT resource responsible for internal application support.

Front-line staff is not authorized to contact RLDatix directly and should utilize the customer's internal Level 1 support mechanism.

Authorized contacts are required to set up access to HUB, and to maintain their user profiles. HUB can be accessed through the RLDatix website. Approved contacts will receive confirmation of their login credentials within one (1) business day.

11 How to Contact RLDatix for Support

Customers are required to report all issues and inquiries via tickets. Tickets are created and submitted online via HUB, a central place to access important information, including Community, Rewards, Training and Knowledgebase and My Tickets. Customers new to RLDatix will be provided with an orientation to HUB and how to submit tickets.

Tickets are automatically routed to the RLDatix Customer Support Team for investigation and resolution.

The benefits of submitting a ticket are:
- facilitates communication back and forth between the customer and RLDatix support staff while the issue is worked on
- centralizes documentation of the issue, including attachments and subsequent communication within the ticket
- time stamps the ticket and all activities to track status and timeliness of resolution
- allows RLDatix to route the ticket to an available resource
- allows all those interested in the ticket to view the status of the ticket and post notes
- ensures that communication is not lost in personal email inboxes and voicemail.

Customers should not leave voice mail messages to RLDatix staff at their personal phone extensions, nor send emails to personal email addresses.

An issue is considered received by RLDatix when it is either:
- Reported by phone (verbally or by voice message) to the RLDatix designated support line.
- Reported directly into a ticket through HUB.

Submitting a Ticket

Support issues can be easily reported directly into the RLDatix ticket system through HUB, accessible from the RLDatix website.

Using HUB, customers can view and update their tickets as well as see the status of tickets and actions taken by RLDatix.

Contacting by Telephone

Phone assistance is available for Critical/Severity 1 issues. Note: Even when RLDatix is notified of the Critical/Severity 1 issue by phone, the customer is still expected to submit a ticket.

To contact the Customer Support Team, call **416-410-8456 x 1**.

Customers may be prompted to leave a voice message on the designated support line if resources are unavailable. A voice message left on the designated support line falls within the service level agreement. Messages are retrieved regularly and will be triaged and processed by the next available support representative in the order in which they were received. A ticket will be created based on the voice mail message and a response from the Customer Support team may be via the ticket rather than a call back.

12   Severity Levels and Service Standards

RLDatix triages all inquiries based on the following Severity Levels and Service Standards matrix.

Note: For issues requiring VPN access, the resolution time is dependent on available VPN access. If VPN access is not available, or an alternate is established, the SLA and resolution goals may not apply.

Severity Level & Definition	Examples	Customer Actions	RLDatix Actions	Resolution Goal (See Note 1)
Severity 1 (See Note 2) *Critical business impact.* This issue renders the LIVE/PROD software inoperative or causes the software to fail catastrophically. This condition requires immediate resolution.	Issue affects all users and can be replicated every time on all devices. Examples: -application is down -cannot create, open or submit files -critical interface such as patient demographics has failed. -users cannot log in to application/ single sign on not working. -unable to open application/access violation upon start-up of software causing reboot. -missing files/data. -web form crashing, stalling, not loading.	Customer will: -report the issue by PHONE to the RLDatix Support line -explain the full extent of the issue and provide any relevant background information -provide name and contact information (e.g. phone, pager, cell) for call back by RLDatix, including a back-up contact, if required -submit a ticket -explain the full extent of the issue and provide any relevant background information in the ticket	RLDatix will: -assign the issue to a support representative within 2 hours of receipt of issue The support representative will: -create a ticket, if not already done by customer -commence efforts to address issue -provide status report via ticket every 1 business day	1 business day
Severity 2 (See Note 2)	Issue affects all users and can be replicated	Customer will: -submit a ticket	RLDatix will: -assign the issue to a support representative within 1	2 business days

Significant business impact. The software is usable but the issue restricts a key component of the software. .	every time on all devices. Examples: -unable to create alerts -unable to create or run report templates -alerts service or auto report service is down –not firing by email. -web configuration tool not working. -changes made to pick lists in administration module not posting or saving. -INI changes not posting to web form.	-explain the full extent of the issue and provide any relevant background information in the ticket	business day of receipt of issue The support representative will: -commence efforts to address issue -provide status report via ticket every 1 business day	
Severity 3 (See Note 3) ***Standard business impact.*** This indicates the program is usable with a less critical/minor component malfunctioning.	Issue affects small number of users/single user and may be replicated every time on all devices. Examples: -unable to send email from within application. -unable to print report. -unable to run specific report/specific report template issue. -specific alert or auto report not firing or being received by designated recipient. -unable to update certain pick lists in administration module. -issue configuring specific field using web configuration tool.	Customer will: -submit a ticket -explain the full extent of the issue and provide any relevant background information in the ticket	RLDatix will: -assign the issue to a support representative within 3 business days of receipt of issue -commence efforts to address issue -provide status report via ticket every 2 business days	3 business days
Severity 4 ***Request for Assistance*** A Customer has a just-in-time request for assistance with the software.	Examples: -help configuring a pick list or field setting -help building a report -instruction on how to set up a user -assistance configuring an alert -assistance setting up location constraints -inquiries related to data imports/exports, including RLDatix data flowing to/from 3rd parties and/or data warehouse and/or other databases	Customer will: -submit a ticket -explain the full extent of the request and provide any relevant background information in the ticket	RLDatix will: - assign the issue to a support representative within 5 business days of receipt of issue -commence efforts to address issue** -provide status report via ticket every 3 business days **if request for assistance requires training or prolonged assistance, or requires services out of scope of the Support Agreement, then alternate arrangements may be made to render assistance so that the support resource is available to support other customers.	5 business days

Idea/Suggestion (See Note 4) A Customer has an idea/suggestion for a change or enhancement to the software.	Examples: -Customer wants a field modified or feature added to better meet their needs. -Customer wants workflow changed to better meet their needs. -change to how constraints designed to work. -addition of a new field. -addition of a new feature that does not exist in application. -change to how existing feature functions to make it more user-friendly.	Customer will: -submit the idea/suggestion through the HUB Community	RLDatix will: -review the request through our product management process -update the status on the Community -if idea/suggestion approved, incorporate change into a future release and notify customer via Community -if idea/suggestion not approved, communicate decision to customer via Community	Future release, if approved by Product Management

Notes:

(1) RLDatix will strive to ensure that resolution will occur within the specified time periods once the issue has been received by RLDatix. Resolution time may vary depending on nature of issue and required actions.

(2) For Severity 1 and 2 issues, RLDatix will provide a solution to address the issue so that the software is functional. This may include: (i) instruction to the customer in the event that the issue is caused by a condition within the customer's internal environment or network, (ii) a fix within the scope of technical support services, (iii) a workaround, (iv) a temporary fix compatible to the version, if possible and if (i), (ii), or (iii) above is not possible.

(3) For Severity 3 issues, resolution may include: (i) instruction to the customer in the event that the issue is caused by a condition within the customer's internal environment or network, (ii) a fix within the scope of technical support services, (iii) a workaround, (iv) confirmation that the software is performing as designed with no further action by RLDatix, or (v) confirmation of issue and referral to RLDatix Product Team for future release.

 (4) All ideas and suggestions are considered through RLDatix' product management process in terms of overall benefit to the software, value to other customers and feasibility of change. RLDatix does not guarantee an individual customer's request for change will be incorporated into the standard product.

13 Support Hours

RLDatix support is available Monday through Friday ("Business Days") from 8:30 am to 8:30 pm, Eastern Time ("Business Hours") except on statutory holidays.

If a call is received outside of the regular support hours, or on a statutory holiday, and a voice message is left on the designated support extension, the customer can expect a return call or confirmation via a support ticket the next business day. Resolution efforts will be commenced in accordance with our services standards.

Customers performing their own software updates should make note of these hours of operation and plan a software update accordingly.

14 Virtual Environment for On Premise Installation

If problems are detected with the software functionality and confirmed by RLDatix to be related to the virtual environment, it is the customer's responsibility to identify and change the configuration of the virtual environment until the issue is resolved. This may require moving the virtual environment onto a different host, if the existing one is not able to accommodate the necessary changes. RLDatix assumes that the customer has in-house expertise for virtual server administration.

If, despite all reasonable efforts, the software still does not function properly, it is the customer's responsibility to contact the vendor of the virtual software in which the RLDatix product(s) is being hosted for support and help with issue resolution.

RLDatix reserves the right to request that the software be moved to a hardware stand-alone server(s) as a part of the efforts to troubleshoot the software problem. If the problem cannot be reproduced in the hardware stand-alone server(s) configuration and cannot be resolved in the virtual environment, the customer should be prepared to abandon the virtual environment and use the software in the stand-alone hardware server(s) configuration.

15 ASP/Hosted Customers

For customers who are hosted by RLDatix, please also refer to the RLDatix Hosting Service Level Agreement available on the RLDatix website.

16 Escalation Procedure

If at any time a customer feels that their support expectations have not been met, the customer may escalate their concern to a manager.

Escalation will receive prompt attention and management focus.

If the customer's expectations are still not met, then the concern can be further escalated to a member of the senior management team.

17 What if the Annual Support & Maintenance Fee is in Arrears?

In the event that a customer contacts RLDatix for support and the annual support and maintenance fee is in arrears, the customer will be directed to the RLDatix Finance team.

If the annual support and maintenance is in arrears by more than 30 days, assistance from RLDatix will be suspended. This includes suspension of assistance for both technical and non-technical support, delivery of software fixes, and all other support and technical services. Other services such as training, consulting and implementation services will also be put on hold until the account is in good standing.

18 Disclaimer

RLDatix reserves the right to change this document from time to time. Newer versions of this document will be posted electronically to the RLDatix website at https://www.rldatix.com/en-us/company/terms .