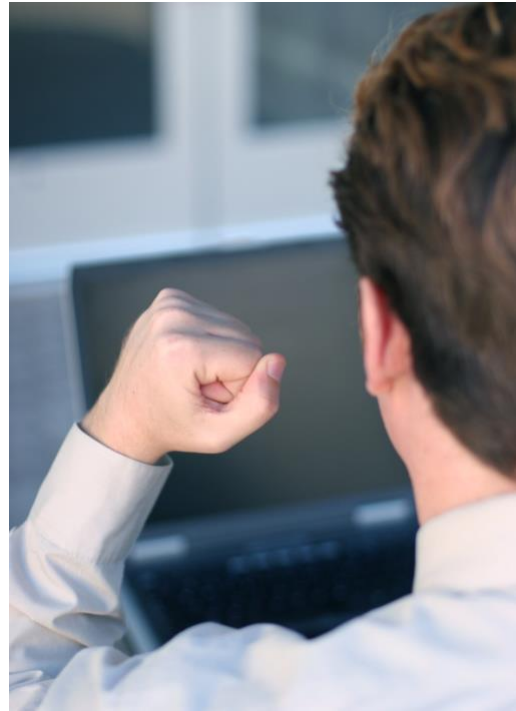


Zendelity Quality Assurance Program

YOUR Success is OUR Success!



Simply making the decision to invest in technology does not guarantee the value.

To realize the full potential of any solution requires that you continue to...



Zendelity Quality Assurance Program

YOUR Success is OUR Success!

Customers actively participating in the Zendelity Quality Assurance Program, receive:

Plan

Build the Strategy,
Review the Results

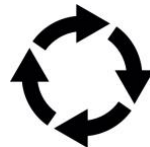
Learn

Get the Answers,
Reduce the Time to Value

Each annual support term, at a customer's request:

- Work directly with a Solution Expert for one hour to develop/review the strategy for Command Center to ensure it maximize all aspects of the solution across the entire operation.
- Virtual installation and configuration support
- Receives a System Health Check to verify the overall health of the solution and receive recommendations for improvements.

- Remote Solution Support:
 - Product installation & administration
 - Application Integration
- Virtual end user training
 - Two hours virtual leader led training
- Access to a Development Environment
 - Build and test integration to Zendelity Web Services
- Access to Solution Experts
 - Phone or email
 - 8 AM to 5 PM EST
 - A four-hour response time



Evolve

Work with Zendelity,
Influence the Future

Participate in defining the future of Command Center:

- Provide direct feedback on what works, what's missing, what could be improved with participation in testing and trials.
- An invitation to participate in a roadmap discussion forum to ensure we continue to solve real business issues

Improve

Ensure Optimal Performance, Continually Enhance

- Access to the latest enhancements and fixes as soon as they become generally available, including:
 - Upgrade Protection: All major and minor enhancements to an existing module are included. Additional licenses/modules are an incremental cost.

One year of access to the Zendelity Quality Assurance Program is included with the initial purchase.