

Defined Service Agreement

January 2010

1. Purpose

Defined Service Agreement sets clear responsibility for building a positive, proactive business relationship between Client and GENEVA Group Inc.

2. Administration

Key individuals assigned to Client account

- Account Manager – Microsoft Certified Consultant responsible for leading Client implementation, support and training
- Architect/Lead Designer – Microsoft Certified Developer responsible for technical design and quality
- Executive Sponsor – GENEVA Executive responsible for business relationship

3. Defined Services

3.1. Help Desk

- Formal activity to report, define incidents and assign tasks
- Users request support by email and/or telephone
- Administrator defines incident, accepts or assigns tasks
- Activity tracked on Client portal
- Client administrative rights on portal to approve or deny tasks and define priorities

3.2. Incident tracking

- Incident status tracked
- Portal view filters for active incidents and dates
- Incident resolution notes
- Incident classified by person, date entered, date resolved, project, operational area, type of request and type of action
- Manager portal shows KPI for tracking incidents (open/closed/new, classification, project and aging)

3.3. Client Specific Design/Support Documentation Portal

- Project specific specifications (KDF)
- Project Reference Materials
- Rapid Implementation Guide
- Standard Operating Procedures (SOP)
- Test Database(s)
- Technical problem resolution and practice notes
- Training Materials

3.4. Lessons Learned Review (Monthly)

- Monthly scheduled workshop focused on process improvement (two hours)
- GENEVA Account Manager/Lead Designer
- Client Operational Managers/Supervisors
- Review incident history and statistics
- Identify lessons learned
- New projects and status
- Develop action plan (document)

3.5. Product Directions / Promotions Review (Quarterly)

- Quarterly meeting on product and Microsoft initiatives (one hour)
- GENEVA Account Manager/Microsoft Team Member
- Client Managers
- Briefing on product directions
- Microsoft activities of interest (workshops, training and technology briefings)
- Product service/version releases and promotions

3.6. Design Review (Annual)

- Design workshop focused on scalability, ease of use and reduced cost of operations
- GENEVA Account Manager/Executive Sponsor/Architect/Lead Designer
- Client Operations Managers, Supervisors (one day)
- Design review and plan (document)

3.7. Application Training Classes

- Training classes (quarterly)
- Subjects include fundamentals, manufacturing and payroll
- Training credits

3.8. Training Manual Library

- Full set of (teacher edition) training manuals
- Updates with newly released versions as available

3.9. NAV Certified Staffing Services

- Trained Staff – full/part time
- Temp to hire
- Internship/training program at GENEVA (6-8 weeks)
- Mutually selected candidates
- Long probationary (review) period
- Defined salary expectation
- Substantially reduced risk to Client

4. Implementation

4.1. General Terms

- Annual agreement for period of one year (renewable)
- Individually prepared for each Client
- Quarterly fee due by twenty-fifth day of the month before the first month of each calendar quarter

4.2. Additional Scope

- Consulting
- Travel expense
- Software support plans and upgrades
- Additional training sessions
- Additional training materials

5. Contact Information

Defined Service Agreement promotes a proactive partnership to continuously improve Client's business use of Microsoft Dynamics® NAV.

Please address questions, comments and suggestions to GENEVA owners:

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