



Maximise your investments

STIBO SYSTEMS GLOBAL SUPPORT MODEL

Stibo Systems helps you maximise your investments and run more efficiently by offering a high standard support service. This service consists of:

- STEP Application Support Services
- STEP Update Services

The STEP application support offering includes support during the standard support period¹ to troubleshoot possible errors in the software reported by the customer or the partner through the Stibo Systems service portal.

The STEP update services consist of:

- Secure and dedicated access to the Stibo Systems update server.
- Full access to all supported updates available on demand.
- Guidance for the installation of the updates.

What is not covered in the support services?

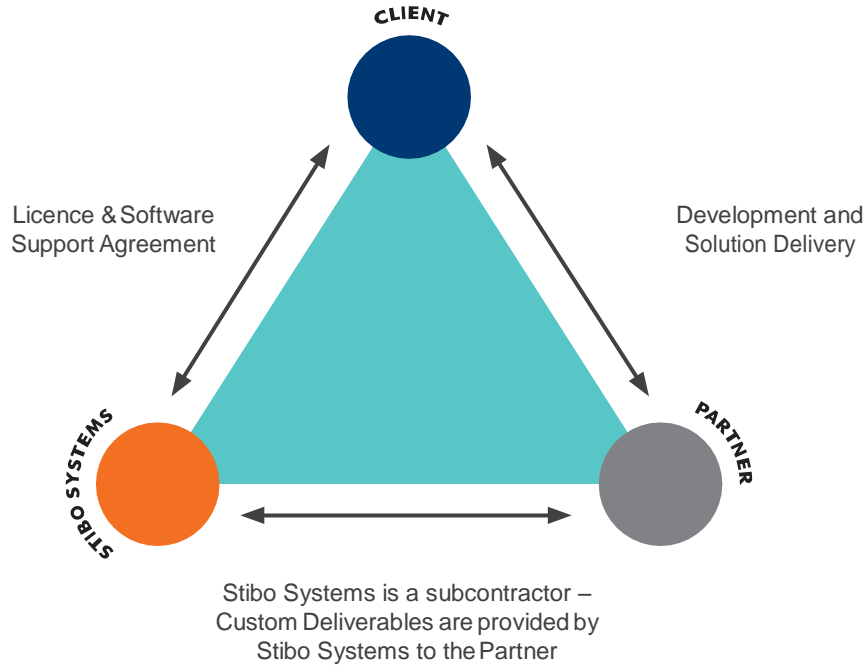
To secure alignment between our clients and Stibo Systems, and because Stibo Systems appreciates the strong bond and trust between us, it is important to emphasize what the support service does not cover.

The Stibo Systems support service does not cover:

- Support services of the solution²
- Custom software developed using the software API or SDK packages
- Incidents related to a user error³ or a configuration error⁴

Joint Deliveries

Stibo Systems greatly values the close relationship between us, our partners and customers. To emphasize the close collaboration, the model below illustrates the responsibilities that are expected to be delivered by the three parties.



Responsibilities of the Customer

Stibo Systems wants to ensure that our customers have long-term success with the STEP Software. The responsibility for securing solution support lies with the customer, and you can select from these three options:

- Provided by the systems integration partner
- Provided by a 3rd party partner
- Provided by the customer

¹On normal working days, Monday to Friday, from 8:30 AM to 4:30 PM in the time zone where the production installation of STEP is located. We offer extended support for our enterprise license customers for resolution of emergency software errors. Customers have the option of purchasing 24x5 ("Silver") or 24x7 ("Gold") support.

²A solution is defined as a client specific configuration made to the STEP software.

³An incident due to the users not operating the software in accordance with the documentation is considered a "user error".

⁴An incident caused by an incorrect or faulty setup or configuration of the software or the data model is considered a "configuration error".