

Annexure A

DATASCOPE CONSULTING'S SUPPORT CONTRACTS			
Business Offering	Platinum Contract	Gold Contract	Silver Contract
	40 Hrs Monthly Support Contract	24 Hr Monthly Support Contract	General SYSPRO Support
Monthly Rates (excl. VAT)	R500 x 40 hrs = R 20 000	R550 x 24 hrs = R 13 200	R580 x 16 hrs = R 9 280
Hours	40 hrs per month (cumulative)	24 hrs per month (cumulative)	16 hrs per month (cumulative)
Service Level Agreement	Call log procedure agreed to	Call log procedure agreed to	Call log procedure agreed to
	Response times: Best effort. Guidelines: Critical priority - 3 hours, medium priority - 8 hours, low priority 24 hrs	Response times: Best effort. Guidelines: Critical priority - 4 hours, medium priority - 12 hours, low priority 24 hrs	Response times: Best effort. Guidelines: Critical priority - 4 hours, medium priority - 12 hours, low priority 24 hrs
	Software supported: SYSPRO and Datascope std add on software products (where ALF is in place)	Software supported: SYSPRO and Datascope std add on software products (where ALF is in place)	Software supported: SYSPRO and Datascope std add on software products (where ALF is in place)
	Travel costs > 15 km's from Datascope offices paid for by client (R2.50 / km travelled)	Travel costs > 15 km's from Datascope offices paid for by client (R2.50 / km travelled)	Travel costs > 15 km's from Datascope offices paid for by client (R2.50 / km travelled)
	One full day on site per week by Datascope support person	3 full days per month on site by Datascope support person	Support on request
	Ad-hoc technical support by development team in PE	Ad-hoc technical support by development team in PE	
	Hold weekly meeting and update client sponsor on call status - minutes kept. Monthly recon of logged calls, closed calls and problem areas presented.	Hold three meetings a month to update client on call status - minutes kept. Monthly recon of logged calls, closed calls and problem areas presented.	
	6 Monthly Syspro health audits conducted and feedback given to management team	6 Monthly Syspro health audits conducted and feedback given to management team	
	Highlight where potential server issues exists	Highlight where potential server issues exists	
	Highlight module out of balance situations - monthly	Highlight module out of balance situations - quarterly	
	Suggest next steps and improvements to IT systems in general - 6 monthly	Suggest next steps and improvements to IT systems in general - 6 monthly	
	Various report writing and data extraction as per client requests	Various report writing and data extraction as per client requests	Various report writing and data extraction as per client requests
	Ad-hoc support call assistance from Datascope helpdesk	Ad-hoc support call assistance from Datascope helpdesk	Ad-hoc support call assistance from Datascope helpdesk
	Remote Access Requirements	VPN dial in and remote desktop to client servers	VPN dial in and remote desktop to client servers
Timing	Contract valid for 24 months	Contract valid for 24 months	Contract valid for 24 months
Escalation	Annual escalation will be linked to our support contract ruling rate increase as from 01 March each year.		
Areas Not Covered In The Contract	Hardware and networking support	Hardware and networking support	Hardware and networking support
	Normal PC and printer support	Normal PC and printer support	Normal PC and printer support
	High level financial support (e.g. year-ends, GL integrations, module balance issues)	High level financial support (e.g. year-ends, GL integrations, module balance issues)	High level financial support (e.g. year-ends, GL integrations, module balance issues)

Ruling Rate from 01 March 2009 = R600/hr

Notes:

Response times mean: From the time that the call was placed, there are Datascope resources working on the query / problem

