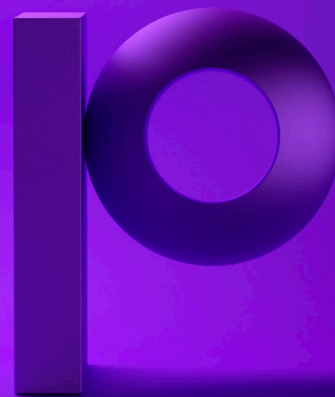




Syncsort™ MFX Platinum Service

Premium benefits for Precisely customers deliver a new standard in support



Since the company's founding over four decades ago, Precisely has been known as much for its world-class product support as for its industry-leading, high performance technology.

Precisely raises the bar again with its new **Platinum Service offering**. Available by invitation only to Precisely Syncsort™ MFX customers, Platinum Service is designed to provide unparalleled support to meet an organization's most critical technical and business requirements.

Platinum Service offers the following exclusive features:

- **Dedicated Support Team.** Enjoy the consistency, enhanced support and close working relationship provided by a Precisely Platinum Service Team (PST) focused on your account - including history, current projects, and future plans. The PST consists of a Customer Service Representative, Level 3 Support Engineer and a Precisely Management Team leader.
- **Expedited After-Hours Support.** Direct access to an on-call analyst and multiple levels of management. Get extra peace of mind knowing every problem receives immediate attention - day or night.
- **Monthly Status Meetings.** Regular status meetings with the Precisely PST to review your account's service and support. Covered topics include planned changes to your environment and the identification/ resolution of any software issues, as well as early notification of new Precisely product releases and enhancements. Proactive management is instrumental in avoiding potential problems before they arise - and effectively addressing them if they do occur.
- **Annual On-site Visit.** An expansion of the monthly status meetings, this annual on-site Precisely PST visit will allow for more time to explore strategic topics, as well as:
 - Review support requests from the previous year; plan deployment of scheduled product releases
 - Participate in Syncsort™ MFX Product Management meetings
 - Review Precisely corporate and Syncsort™ MFX product direction
 - Review problems and concerns
 - Review plans/needs for the future
 - Influence future development efforts
- **Annual "Health Check"** with SMF Analysis. Annual Performance Analysis using SMF data to highlight the actual performance of the Syncsort™ MFX products. Includes recommendations to improve performance, and reduce CPU and elapsed time for critical jobs and applications.
- **Enterprise License Key.** Maintain the same license key when you upgrade to a new machine, increase MSUs, or change LPAR configurations. This new license key approach delivers significant administrative savings by removing the burden of requesting and installing new license keys for regular changes in your environment.
- **No-Charge Professional Services.** Receive a specified number of days of Precisely Professional Services at no charge, based on contract size.
- **Early Notification of New Releases and Enhancements.** Be among the first to know about upcoming new product releases and enhancements, allowing you to coordinate your other software releases and plan ahead to take full advantage of new features.



Features Comparison Platinum Service vs. Standard Service

Features Comparison: Platinum Service vs. Standard Service	FEATURE	PLATINUM SERVICE	STANDARD SERVICE
	Dedicated Support Team	✓	—
	Expedited After-Hours Support	✓	—
	Monthly Status Meetings	✓	—
	Annual On-Site Visit	✓	—
	Annual “Health Check” with SMF Analysis	✓	—
	Enterprise License Key	✓	—
	No-Charge Professional Services	✓	—
	Early Notification of New Releases and Enhancements	✓	—
	Level 1-3 Customer Support: 7/24/365	✓	✓
	Phone and Email Support	✓	✓
	Machine and LPAR-Dependent License Keys	—	✓
	Knowledge Base	✓	✓
	User Community	✓	✓
	Periodic Upgrades and New Releases	✓	✓