

CherryRoad's Total Support Solution



Flexible support options that maximize system performance and customer satisfaction while minimizing your total cost of ownership for your ERP system



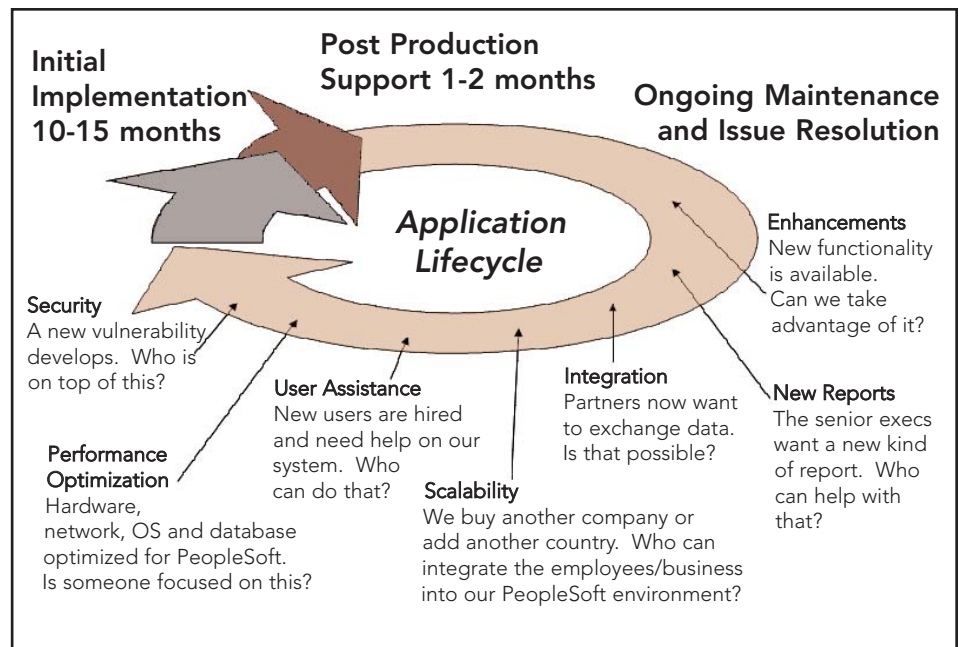
Implementations bring about far-reaching and positive changes to organizations.

But, just as in constructing a house, the period of time required to properly maintain a structure far exceeds the original time to build. And just like a home, an investment of time and money regularly applied to the upkeep of the dwelling will in the long run, save a lot of money needed to undo the effects of neglect.

In an organization, increased costs manifest themselves in data integrity issues, performance issues, and ultimately, a loss in customer satisfaction.

For more than 25 years CherryRoad has been dedicated solely to the implementing and upgrading of Oracle's PeopleSoft ERP. We've helped hundreds of organizations plan and execute the implementation of their ERP system.

As part of this effort we deliver a post production support plan that draws



This graphic illustrates the implementation period as compared to the support period for an ERP system along with some of the activities that need to be accounted for in support.

on our experiences at over 400 successful client sites. While the support plans are sound, finding the appropriate resources to deliver support internally can often be a difficult task in organizations. The end result for many organizations is a continual, month-to-month extension of outside consultants at higher rates and no guarantees of quality. With this in mind CherryRoad has

developed our Support Solution to give organizations flexible, long-term options to deliver superior support at a lower cost along with service level agreements to ensure quality.

CherryRoad's Support Solution gives clients the opportunity to choose the support components that are relevant to their needs. Whether it is applying patches or hosting with full application

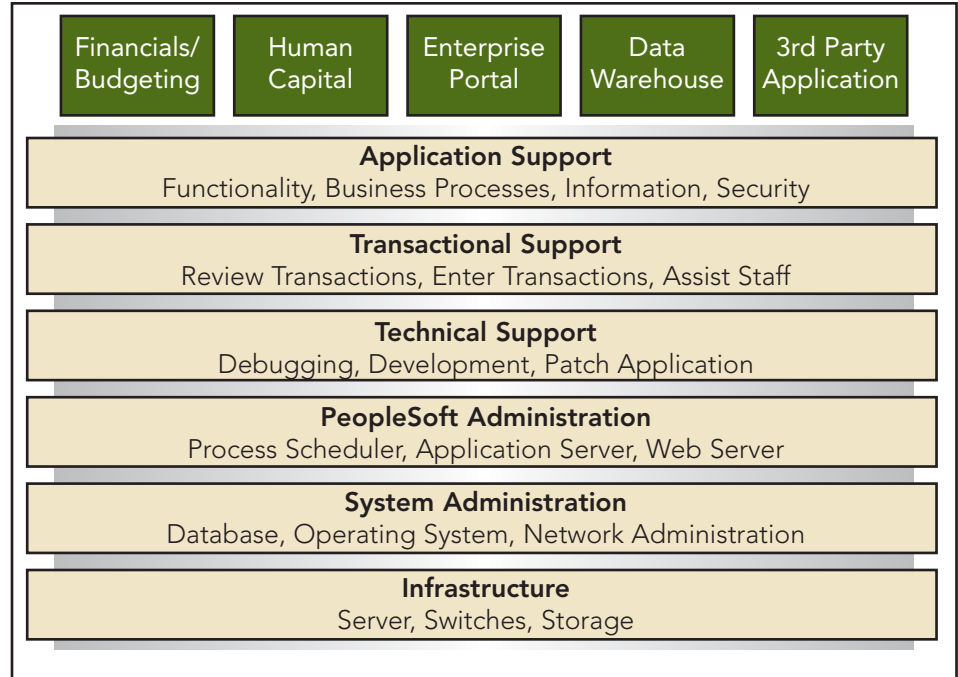
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and technical support, CherryRoad will create a support plan that meets your needs. We can bring our own help desk, ticketing system, and issue resolution process flows to your organization or we operate within your existing support structure.

Regardless of the scope of our work CherryRoad will establish Service Level Agreements (SLA's) that set realistic expectations for you and for us. These will be managed and maintained by CherryRoad's Client Account Managers to ensure the quality of our work and the success of your support.



CherryRoad has identified several categories of support applicable to individual or multiple components of your ERP system.

Why CherryRoad? CherryRoad Delivers on the following:

Expertise	Proactive Management
<ul style="list-style-type: none"> • US Based Account Team • Oracle Certified Advantage Partner • Certified Consultants with vast collective experience • 8 years average experience • Public and Private Sector experience • Relationships with our clients provide us greater insight 	<ul style="list-style-type: none"> • Client Management oversight • Reviews case resolution, handles escalation • Maintenance scheduling, audits and performance tuning • Advises on enhancements for fixes that will benefit the client • Coordinates and schedules patches, fixes, tax updates • Optional dedicated account management
Flexibility and Affordability	Partnership
<ul style="list-style-type: none"> • Utilize on site functional support when you need it • Tap into off site developer pool as needed • Lower support costs by utilizing our leveraged model • Modify allowance based support as needed • Leverage past development to increase efficiency • Fixed monthly rate for services 	<ul style="list-style-type: none"> • Quarterly Account reviews • Review support model to continually meet needs • Account team compensation determined by client satisfaction • Works with implementation Project Manager

How do you get started?

CherryRoad would be happy to invest a day, free of charge, to discuss your current support plans and/or assess your existing support structure. If you are interested in discussing our services, contact Heather Andrade at HAndrade@cherryroad.com.

About CherryRoad Technologies

CherryRoad provides comprehensive systems integration and consulting services that maximize enterprise performance for the public and commercial sectors. For more information visit our website at www.cherryroad.com.

