

# FH<sup>®</sup> Support Program

40\*

## PRODUCT MAINTENANCE

- 10%** Support for evolving platforms (Win 8, SQL 2012, etc)
- 10%** Bug fixes, minor updates, security patches
- 10%** Compulsory and regulatory updates (NEMESIS, NFIRS, etc)
- 10%** Minor product improvements

20\*

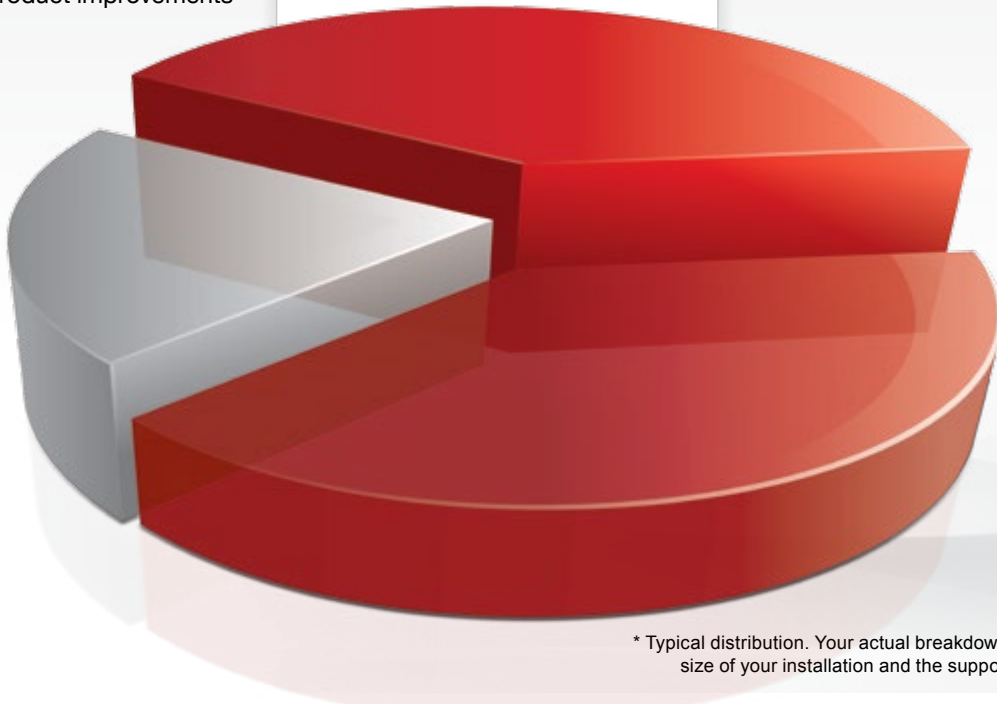
## PRODUCT DELIVERY

- 10%** Package, license, & deliver new updates
- 10%** Documentation updates, product communications, newsletter

40\*

## CUSTOMER SUPPORT

- 20%** Operational support/questions
- 20%** Installation/implementation support



\* Typical distribution. Your actual breakdown may vary based on size of your installation and the support options purchased

## MULTI-LEVEL SUPPORT.

Maximize your investment in FIREHOUSE Software by subscribing to one of our maintenance and support programs. We offer choices that range from low cost solutions for smaller departments to comprehensive offerings that include proactive planning and 24x7 service availability. Some plans even include a dedicated account coordinator who can expedite any issues and assist with upgrades and system configuration. All of our support offerings include incident response, product updates, security patches, documentation, and installation assistance.

# FH<sup>®</sup> Support Program

Support Services	STANDARD	GOLD	PLATINUM
Phone/Mail/Chat support during business hours	✓	✓	✓
After hours critical incident support	fee	4/year	4/year
Priority handling for new incidents and escalation		✓	✓
Access to support leadership team			✓
<b>Software Update Services</b>			
Software updates / security patches	✓	✓	✓
Code and regulatory updates	✓	✓	✓
Extended support for end of life environments <sup>(1)</sup>		✓	✓
<b>Installation/Implementation/Maintenance</b>			
Assistance with installation or upgrade issues	✓	✓	✓
Enhanced coordination for maintenance outages <sup>(2)</sup>		✓	✓
Advance notification of upcoming releases		✓	✓
Assistance with software upgrades (once per year per product)		✓	✓
Software roadmap briefing/feature request session			✓
<b>Premium Services</b>			
Dedicated Account Coordinator		✓	✓
Quarterly strategic review - planning & incident response		✓	✓
Annual planning meeting with FH senior leaders		✓	✓
Cloud-Based Staging environment			✓
One FHETS Conference attendee credit			✓

(1) Includes Windows XP, Vista, SQL 2005/2008, and others

(2) For FHCloud Hosted customers



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**FIREHOUSE**  
Software<sup>®</sup>

A Xerox Solution