



Sphinx Software Support and Maintenance Contract Servicing

Reseller offers Sphinx Software Support and Maintenance Contract to customer, under which Reseller will serve as the initial contact for second level Sphinx Support to Customer IT department.

Under the terms of this contract Open Domain Sphinx Solutions (OD Sphinx) will be responsible for all more complex Sphinx Support needs, as described below.

Support Strategy
The goal: To ensure the satisfaction of the customer at every step along the way, reaching problem resolution in the quickest, most efficient way possible.
Support Coverage
Contract terms with customer as per Sphinx Software Support and Maintenance Contract Provisions document (see SphinxSupportandMaintenance.doc).
When the customer IT department cannot resolve an issue relating to the Sphinx software, or receives an end-user question that they cannot answer, they refer to Reseller for second level Sphinx Support. When the question regards Sphinx basics, such as licensing, reader selection, etc: Reseller provides the customer IT department with problem resolution. When the question is more complex, such as dealing with unusual server setups, Active Directory synching, etc: Reseller refers customer to OD Sphinx. When in doubt, please refer any question to OD Sphinx. If the problem concerns performance inconsistencies of the Sphinx software, OD Sphinx will diagnose these problems and use its best efforts on a priority basis to cure reproducible errors in the software, to accomplish problem resolution.
Support Cost (12 month period)
Reseller's recommended charge to customer: 18% of total cost of software to customer. Minimum cost: \$375. OD Sphinx' charge to Reseller: 18% of total cost of software to Reseller. Minimum cost: \$225.
Support cost for the first year is typically quoted together with the Sphinx software quote. Renewal reminder for the following year pops up in Sphinx CardMaker software 45 days before end of contract term.
Special cases: Complex setups: May be quoted at a higher cost. This includes, for example, setups that are integrated with other systems. Please inquire. Large installations: May be quoted at a lower cost, to more accurately reflect the cost of support for "economies of scale". Please inquire.