

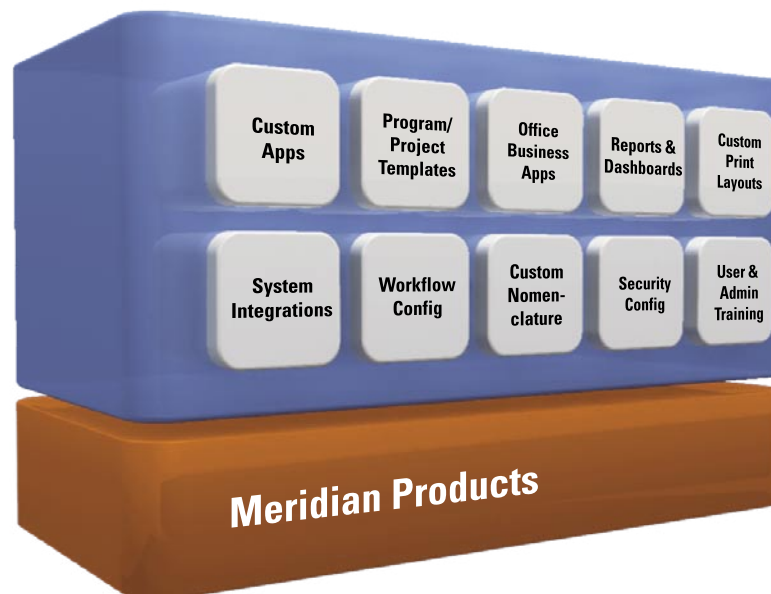
## Meridian Systems

# Solution Services Program

The Meridian Solution Services Program is designed to provide Proliance and Prolog users ongoing support and technical assistance for their customized solutions. In addition to assisting with future software upgrades, the Solution Services Program will ensure that integrations and application extensions associated with your Meridian solution continue to provide the utmost operational value.

### Maintain Value

Many organizations implement Meridian products as an enterprise-wide solution including, business process analysis, software configuration, integrations with other enterprise applications, application extensions, and extensive user training programs. With so many touch points, it's critical to have an on-going sustainability-program that goes beyond standard Meridian product support and maintenance. Look to the experts of our Professional Services organization to help you prepare and establish the best program for long-term success.



Typical business solution built on enterprise implementation of Meridian products

### When will you need your Solution Support?

I need help with...	Product Support	Solution Support
Installation of the latest version of Meridian Software	✓	
Resolving software issue	✓	
Optimizing my existing configuration		✓
Resolving an issue with an existing integration		✓
Resolving an issue with a custom report		✓
Resolving an issue with a custom OBA or a Quick Apps		✓
Evaluating how the available software upgrade will impact my entire solutions (reports, integrations, OBAs, Quick Apps)		✓
Adding a new field or update processing login in an existing integration		✓
Modifying an existing report or a dashboard		✓
Modifying deployed OBAs and Quick Apps to further align them with evolved business needs		✓
Monitoring my integration faults		✓

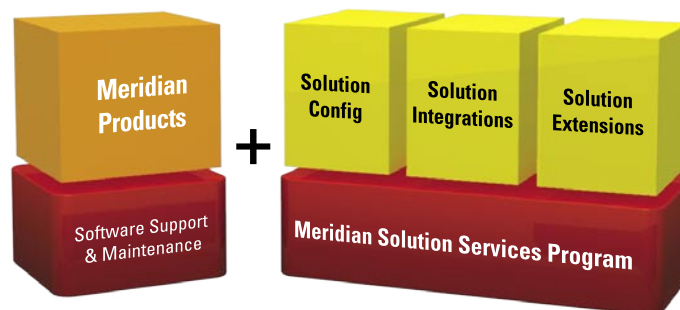
## Core Solution Services

<b>Upgrade Planning</b>	As new versions of the Meridian products are released, it is important to carefully consider the impacts of the upgrade.  Meridian will provide consulting services that will assess the impact of the upgrade on your specific configuration and assist in performing the upgrade process.
<b>Software Configuration Updates</b>	As your business evolves, there may be times when a new configuration will make a business process more efficient. Meridian will apply configuration updates as directed by your business team.
<b>Report and Dashboard Modification</b>	Working with your business users, Meridian will make modifications to existing reports and dashboards to ensure that the information needed to maximize productivity and to make effective business decisions is accessible.
<b>Integration Support</b>	As your systems evolve it is likely that the data exchange mechanisms between them will require updating. Meridian will make changes to existing integrations such as adding new fields and updating processing logic.
<b>Extensions Support</b>	Over time your users will request changes to the Office Business Applications (OBAs) and Quick Apps that have been deployed. Meridian will make changes to existing extensions such as adding new fields and updating processing logic.
<b>Management Summary</b>	On a quarterly basis, Meridian will prepare a summary level report outlining the software status. The report will include the maintenance activities that have been performed along with recommended maintenance activities for the upcoming quarter.

The Meridian Solution Services Program is intended to:

- › Protect your investment in your overall solution beyond standard Software Support & Maintenance.
- › Maximize operational value and benefits
- › Minimize the impacts of future upgrade deployments

The Meridian Solution Services Program requires an annual agreement with 1 to 3 year terms available. The program does not include IT infrastructure services, user or project administration, Help Desk, and/or system monitoring.



Combine standard software support and maintenance with the Meridian Solution Services Program to ensure protection of your solution investment.

**To learn more about the Meridian Solution Services Program, please contact us at (800) 850-2660.**



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