



# Exceeders Collaboration Agreement

Framework

# Introduction

Exceeders is the first IT solution marketplace that connects businesses with hundreds of innovative IT providers from all over the world for cost effective digital transformation.

We use technology to reduce the high cost and time associated with traditional IT sales processes so our customers can deploy technology at a lower price and faster pace.



## What is the Exceeders Collaboration Agreement

Exceeders Collaboration Agreement (ECA) will provide customers the privilege to transact within Exceeders marketplace. Customer with active agreement will be entitled to utilize services from hundreds of IT providers:

- Consultation
- Software
- Deployment
- Training
- Support
- Access to systems

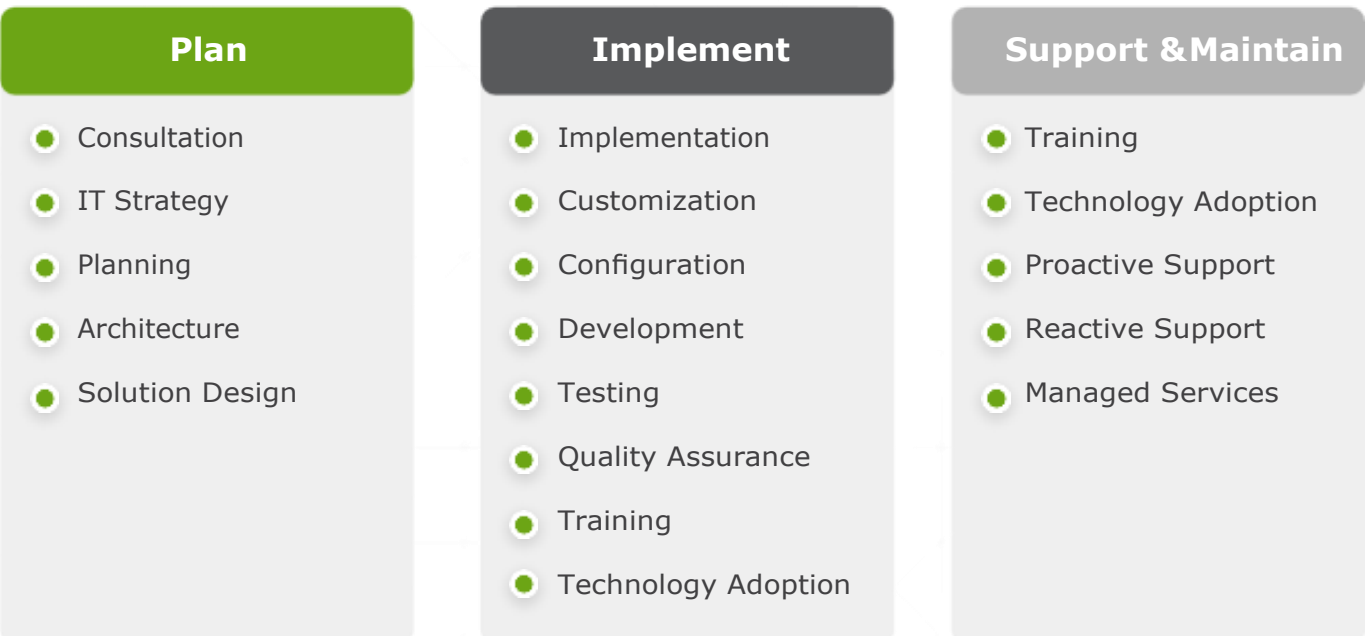
# Customer Experience

Customer with Active ECA can leverage Exceeders marketplace and mobile application to:

- Get access to more innovative IT solutions
- Made better choices with rated solutions
- Have faster transformation journey
- Save costs in their IT purchases and transaction
- Achieve better end user adoption rates
- Have faster support and less down time
- Access to more than 20,000 experts
- Ratings and Reviews

# What are we offering

The Exceeders Collaboration Agreement has been designed to be a one stop shop for customers satisfying all their technology. Under the ECA we align with your objectives by providing services under three main categories:



Covering 300+ solutions/products from the following categories:

- Digital Transformation & Innovation
- Customer Experience
- Employee Experience
- Business Applications
- Data & Analytics
- Data Center Management
- Cyber Security

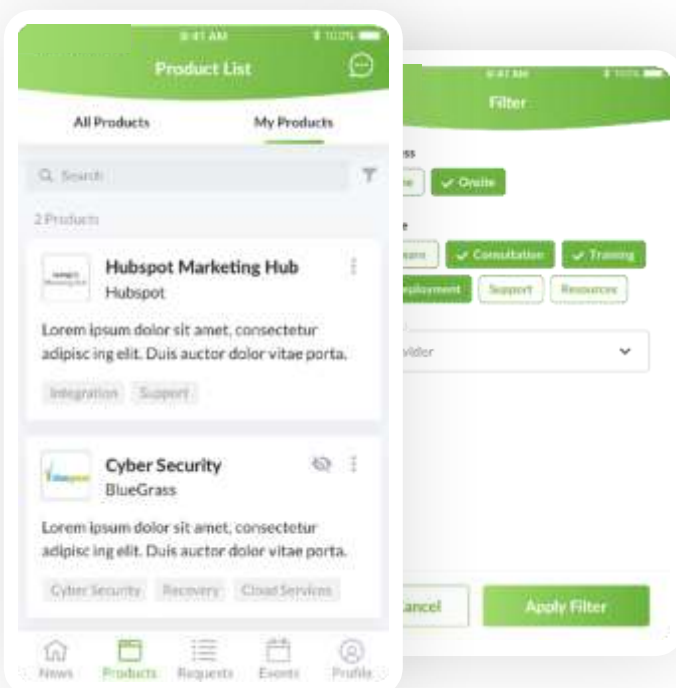
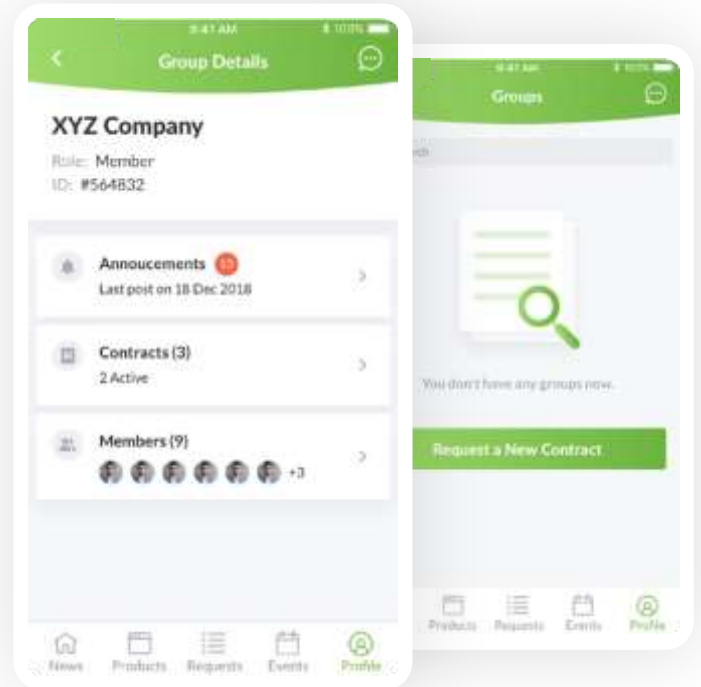
# The Exceeders App

To ensure your success utilizing the Exceeders Collaboration Agreement we have created the Exceeders App that can be downloaded from the iOS Store and Android Store respectively. The Exceeders App will allow you to:



## It is a Team Effort:

Create your organization's group and add your team so you can all benefit.



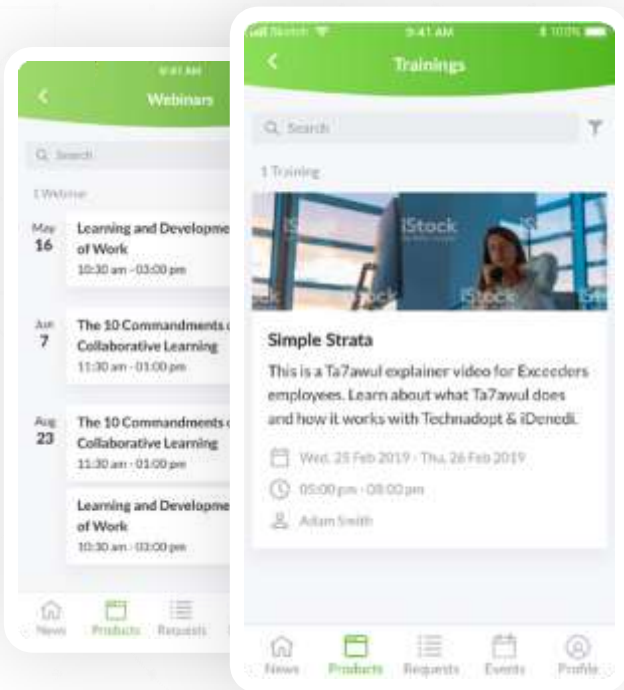
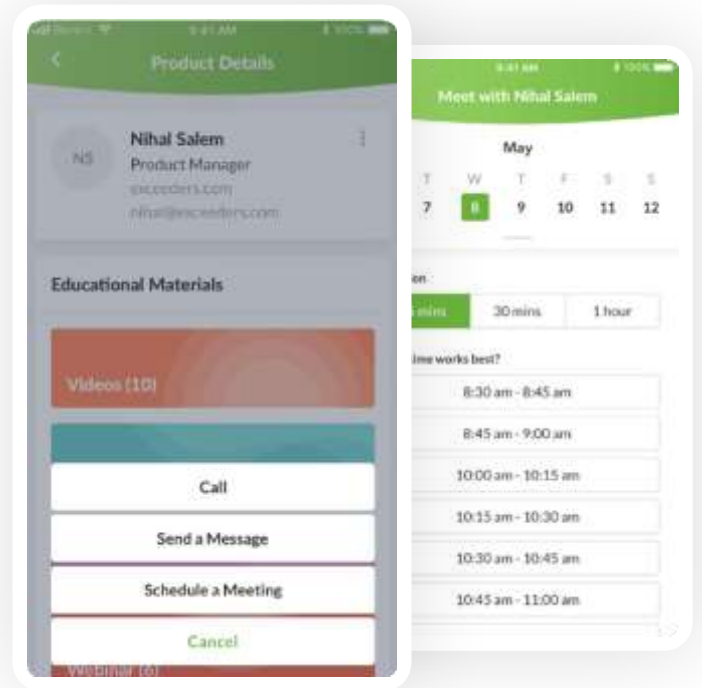
## Get solution and product Information:

Get Access to Datasheets, Flyers, Education Videos, Reports, Ebooks, Whitepapers and more.



## Engage with subject matter experts

Challenge our experts with your questions and get answers and advise.



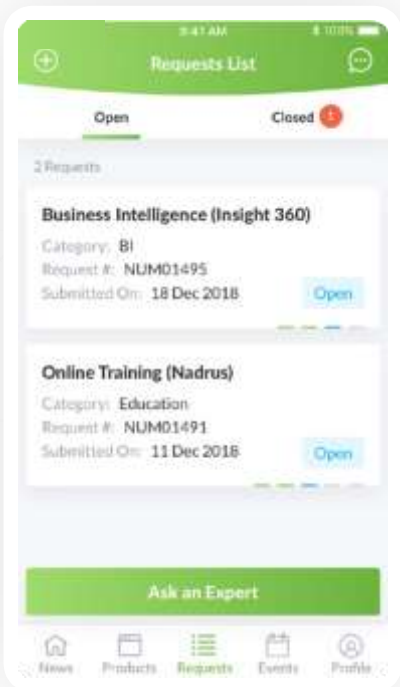
## Enroll and watch trainings and workshops:

Attend on-premise, remote and on-demand training, workshops and webinars.



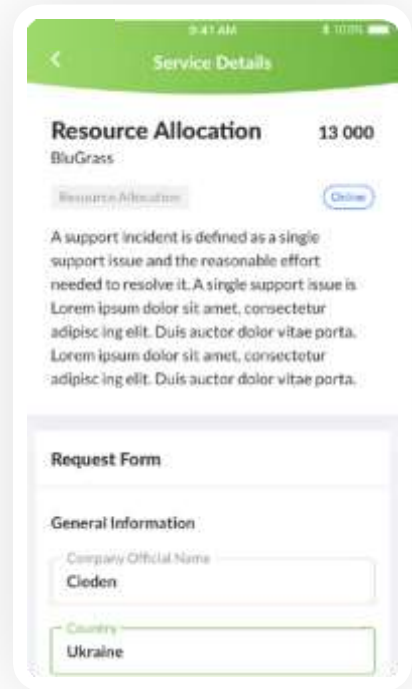
## Request various Services

All your requests (Consultation, Professional Services, Training and Support) centralized in one app.



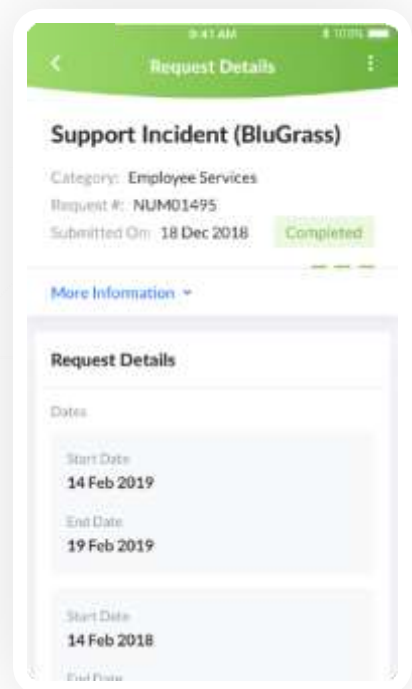
## Manage support requests and incidents

Initiate, Manage, Track and Monitor all support requests.



## Manage and control your spending

A centralized hub to review and manage your IT Spending within the Exceeders App.



# Benefits of the Exceeders Collaboration Agreement

Below are the benefits of using the Enterprise Collaboration Agreement:



- Faster and easier engagement
- Verified IT providers with ratings
- Better prices with pay for results only
- One procurement process vs. 100s
- Digital system to regulate implementation
- One agreement for all your support
- Over 20,000 Qualified IT professionals

## Results Based, not Project Based

Unlike most IT service providers, we will engage with you and your team on a results-driven basis rather than project basis.

Achievement of your goal is our objective and we will never charge you until you achieve the desired result.

## Charges

All the charges are listed within the Exceeders App. For any custom inquiry you can directly ask the solution provider.

## Exceeders Currency

We use Exceeders Service Points as our currency with a standard conversion rate Euro 25 per 1 ESP (Exceeders Service Point)

## Payment

After signing the agreement, you have to option of payment:

- **Post-Paid (Pay as you go)**

Your channel partner will send you a bill in the utilized services

- **Pre-Paid (Get higher value for the money)**

You can have a wallet that will be changed in advance. The higher you invest the higher value you get. In such case, you will receive a utilization report on a monthly basis.

Our process is extremely easy, you just need to coordinate with our team on the below:

More than Euro 25,000.00 prepaid	<b>Euro 25 = ESP 1.05</b>
More than Euro 75,000.00 prepaid	<b>Euro 25 = ESP 1.07</b>
More than Euro 150,000.00 prepaid	<b>Euro 25 = ESP 1.10</b>

## How to Engage

- Set the type of agreement you prefer (Prepaid or Postpaid)
- Sign the official ECA
- Attend 2 hours coaching session
- Start your effective digital transformation



# Appendix I – Our Successful Projects

## Professional Services:



**Customer Name:** Abu Dhabi Fund for Development  
**Contract Type:** ECA for Services and Support  
**Location:** Abu Dhabi

**Project(s):**  
 - SharePoint Upgrade and Migration  
 - Website Development and Enhancements

**Agreement Scope:**  
 Website revamp and SharePoint environment migration and upgrade for ADFD and provide training and post implementation support services.



**Customer Name:** Abu Dhabi Police  
**Contract Type:** ECA for Services  
**Location:** Abu Dhabi

**Project(s):**  
 - Infrastructure development  
 - Servers upgrade and security

**Agreement Scope:**  
 Develop and upgrade infrastructure applications and servers, implement security patches and install virtual communication tools.



**Customer Name:** Abu Dhabi Securities Exchange  
**Contract Type:** ECA for Services and Support  
**Location:** Abu Dhabi

**Project(s):**  
 - SharePoint Upgrade and Migration  
 - ASP.net, Web Apps Engagements

**Agreement Scope:**  
 SharePoint development and upgrades, perform health checks on environment with issues resolution via remediation plans.



**Customer Name:** National Archives  
**Contract Type:** ECA for Services and Support  
**Location:** Abu Dhabi

**Project(s):**  
 - CRM & EPM Development  
 - Power BI enhancement and development

**Agreement Scope:**  
 Develop and maintain healthy CRM and EPM environments; Perform checks and enhancements on Power BI dashboards and provide consultations.



**Customer Name:** Takreer (ADNOC Refining)  
**Contract Type:** ECA for Services and Support  
**Location:** Abu Dhabi

**Project(s):**  
 - Full integration and development of infrastructure servers  
 - Conduct technical and admin trainings courses

**Agreement Scope:**  
 Develop, configure and upgrade servers and applications.  
 Migrate AD server.



**Customer Name:** Multiple Customers  
**Contract Type:** ECA in general  
**Location:** Abu Dhabi, Dubai, KSA, Oman, Bahrain

**Project(s):**  
 - Multiple projects related to Customer & Employee experiences and Business Operations.  
 - Digital Transformation, Data & analytics, Manage Data Centers

**Agreement Scope:**  
 Provide Health checks, Consultation, Design, Implementations, Upgrades, Customization, and Configuration.  
 Provide a wide range of trainings.

# Appendix II-ECA Service Points Details & Process

ECA provides you with a specific number of ESP which serve as a credit that you can utilize for any service, training and support that EXCEEDERS covers.

EXCEEDERS Service Points “ESP” can be utilized for either Services, Trainings or Support as following:

## Professional Services:

Based on the customer requirements we will be building the right scope of work and identifying the number of man-days required to execute it based on the below service point allotment;

- Services:** Services provided by EXCEED include Health checks, Consultation, Design, Implementations, Upgrades, Customization, and Configuration and are charged per man-day in ESP based on the following utilization schema.

### a) Daily Rates:

#	Scope Category	Implementation Presence	
		Onsite	Online
1	Simple	20 ESP Points	10 ESP Points
2	Standard	30 ESP points	15 ESP points
3	Advanced	45 ESP points	30 ESP points
4	Complex	70 ESP points	50 ESP points

*\*Please note that these numbers might vary based on some of the advanced solutions/offerings provided*

### b) Monthly Rates\*:

Monthly rates can be agreed based on the resources on demand

Role	Monthly Rate Card
<b>Offshore (Online) Resources</b>	<b>(ESP)</b>
<b>Position title and seniority</b>	xx ESP points

*\*Below some examples for illustration purposes only:*

#	Role	Monthly Rate Card
	<b>Offshore (Online) Resources</b>	<b>(ESP)</b>
1	Business Analyst - Intermediate	189 ESP points
2	Software Developer - Junior	144 ESP Points
3	UI/UX Designer	192 ESP Points
4	Software Quality Engineer - Senior	192 ESP Points
5	Enterprise Architect	288 ESP Points
6	Systems Engineer - Senior	192 ESP Points

2. **Long term-Resources on demand: (Cust)** wishes to acquire on demand outsourcing services as per the scope that will be provided by the customer and approved by EXCEED. EXCEED is responsible to hire, the required persons who will be held responsible for carrying out the required tasks as instructed.

a) Onsite Long-Term Resource:

#	Role	Monthly Rate Card (ESP)	
		Assignments 12 months and more	Assignments Less than 12 Months
1	Position title and seniority	xx	xx

b) Offshore Long-Term Resource:

#	Role	Monthly Rate Card (ESP)	
		Assignments 12 months and more	Assignments Less than 12 Months
1	Position title and seniority	xx	xx

The estimates will be based on EXCEED standard prices & is subject to change based on the order size, and overall duration

*\*Below some examples for illustration purposes only:*

Onsite Long-Term Resource:

#	Role	Monthly Rate Card (ESP)	
		Assignments 12 months and more	Assignments Less than 12 Months
1	Business Analyst - Intermediate	285	300
2	Software Developer - Junior	190	210
3	UI/UX Designer	290	300
4	Software Quality Engineer - Senior	290	300
5	Enterprise Architect	430	450
6	Systems Engineer - Senior	290	300

Offshore (Online) Long-Term Resource:

#	Role	Monthly Rate Card (ESP)	
		Assignments 12 months and more	Assignments Less than 12 Months
1	Business Analyst - Intermediate	145	160
2	Software Developer - Junior	100	120
3	UI/UX Designer	145	160
4	Software Quality Engineer - Senior	145	160
5	Enterprise Architect	215	240
6	Systems Engineer - Senior	145	160

3. **Trainings\*:** EXCEED provides a wide range of trainings which the customer can choose to take on their premises or online premises. Trainings are charged based on the training location, number of days and number of attendees based on the following utilization schema.

*\*Onsite Trainings are available and subjected to customer premises only.*

#	Location	Private Training Utilization
1	Customer Premises	45 ESP Points / Day + 11 ESP / Trainee
2	Online Training	40 ESP Points / Day + 11 ESP / Trainee

*Notes: the points per trainee are used to cover books, labs, training material and catering*

4. **Support:** Support incidents are charged per incident in ESP depending on the criticality specified by the customer based on the following utilization schema.

**Support During Standard Working Hours (8:00 AM – 5:00 PM)**

	Points Conversion	Initial Response	Estimated Resolution Time
Critical Severity Incidents	35 ESP Points	Within 1 Hour	Within 8 Hours
High Severity Incidents	25 ESP Points	Within 2 Hours	Within 12 Hours
Medium Severity Incidents	12 ESP Points	Within 8 Hours	Within 24 Hours
Low Severity Incidents	7 ESP Points	Within 2 Business Days	Within 48 Hours

**Support Outside Working Hours (5:00 PM – 8:00 AM)**

	Points Conversion	Initial Response	Estimated Resolution Time
Critical Severity Incidents	45 ESP Points	Within 1 Hour	Within 8 Hours

# ECA Services On-Demand Process

## 1- Scope Based Engagements:

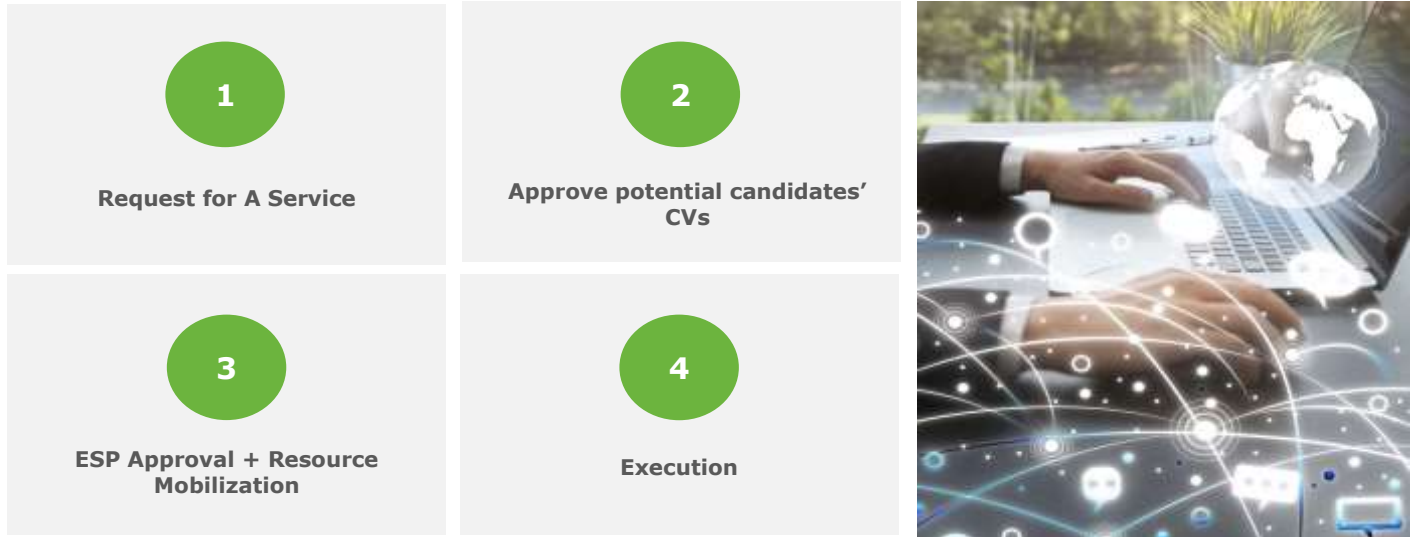
For any scope-based engagements, EXCEED will involve the Service Provider to discuss the requirements and provide a clear scope and estimate. Once the scope and ESP estimate is approved, the schedule for execution would be agreed between the customer and ECA Manager based on customer readiness and EXCEED’s resources availability, noting that mobilization period is up to 4 weeks from ESP estimate approval date.



Task No.	Task	Maximum Duration	Exceed	Customer
1	Request for Service via Exceeders App	N/A		X
2	Collect Information	3 business days from task 1	X	X
3	Provide scope and estimate	2 business days from task 2	X	
4	Approve scope and estimate	4 business days from task 3		X
5	Agree on a schedule	3 business days from task 4	X	X
6	Start Execution	4 weeks from task 4	X	
7	Execution	N/A	X	X
8	Sign Off	3 business days from task 8	X	X

## 2. Time & Material Engagements:

For time and material engagements, EXCEED will send the customer CVs of potential candidates based on the skillset shared by the customer. Once the CV and ESP estimate is approved, the schedule for resource engagement would be agreed between the customer and the ECA Manager based on the customer readiness and EXCEED's resources availability, noting that mobilization period is up to 4 weeks from ESP estimate approval date.



Task No.	Task	Maximum Duration	Exceed	Customer
1	Request for a resource via Exceeders App	N/A		X
2	Collect Information	3 business days from task 1	X	X
3	Provide potential CVs	3 business days from task 2	X	
4	Approve CV & ESP	2 business days from task 3		X
5	Agree on a schedule	3 business days from task 4	X	X
6	Start resource engagement	4 weeks from task 5	X	
7	Execution	N/A	X	X

# Support Request Process

To ensure providing the best support from EXCEED, the customer will be asked to assign a focal point who will manage the incidents from the customer's side while EXCEED assigns a team of support experts including a Support Supervisor who acts as the customer's advocate for any support incidents escalated throughout the agreement.

*\* All support incidents should be submitted via EXCEEDERS APP and will be tracked via EXCEED support portal.*

## SUPPORT PROCESS:

1. Customer focal point escalates the incident to EXCEED via Exceed Support portal (support.exceedgulf.com) stating the severity of the incident as: Low, Medium, High, or Critical.
2. The technical department will handle the incident based on the severity as per response times shared below.
3. The support will be handled remotely through online connection.

## SUPPORT RESPONSE TIMES:

Severity can be determined based on the below criteria:

### Critical Priority

The fault is in a major functional area, such that the function is not working to the customer's satisfaction and no reasonable alternative is available.

### Medium Priority

The fault is in a non-major functional area, such that the function is not working to customer's satisfaction, and a reasonable alternative is not available.

### High Priority

The fault is in a major functional area, such that the function is not working to the customer's satisfaction and no reasonable alternative is available.

### Low Priority

The fault is in a non-major functional area, such that the function is not working to customer's satisfaction, and a reasonable alternative is available.

The response times for support incidents are defined below:

Task No.	Task	Maximum Duration	Exceed Support	Customer
1	Submit support ticket via Exceeders App	N/A		X
2	Verify customer eligibility and activation	<0.5 hour from task 1	X	X
3	Confirm ticket severity and assign it to the technical team	<0.5 hour from task 2	X	
4	Collect information	<SLA hours as per severity from task 3		X
5	Provide remote access to environment	<0.5 hour from task 4	X	X
6	Execute resolution	N/A	X	
7	Provide problem resolution report	1 day from task 6	X	X

# Long Term Resources (Outsourcing) Process

EXCEED – CUSTOMER placement process goes through six stages summarized as follows.

1. Identify Organizational Requirements
2. Shortlist Candidates
3. Culture Check
4. Process
5. Initiate
6. Join

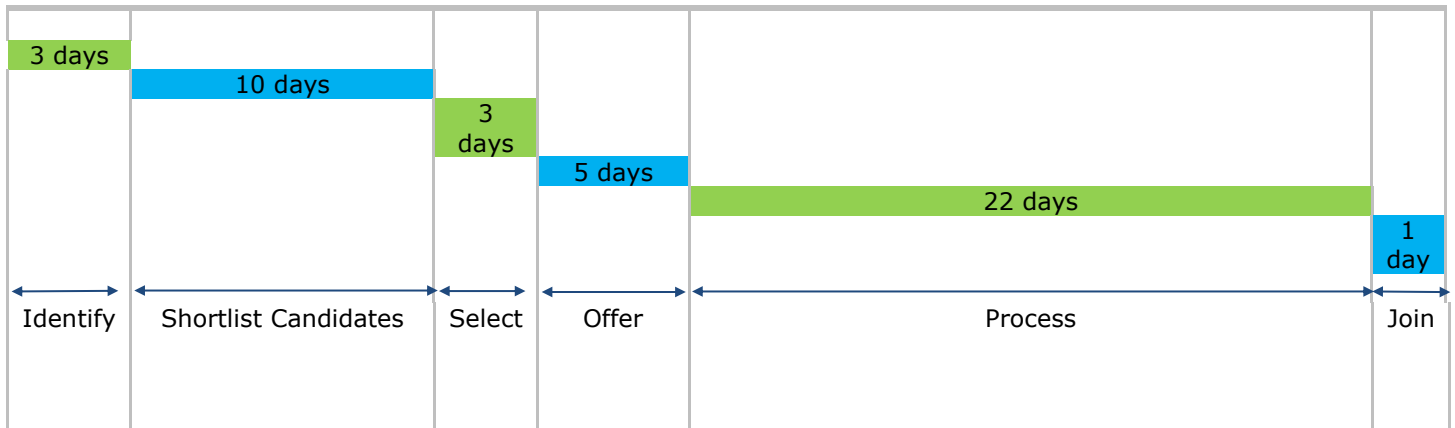


Stage	Description	Outcome	Responsible Party
<b>Identify organizational requirements</b>	EXCEED will help the customer identify the exact organizational requirements to draft a list of measurable, specific candidate selection criteria. These criteria will include: <ul style="list-style-type: none"> <li>▪ Technical abilities,</li> <li>▪ Experience and background,</li> <li>▪ Cultural expectations,</li> <li>▪ Candidate responsibilities,</li> <li>▪ Other requirements (languages, age range, sex, etc.)</li> <li>▪ Expected join date.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Criteria List</li> <li>▪ Responsibilities List</li> <li>▪ Administration</li> <li>▪ Guiding Principles</li> </ul>	EXCEED CUSTOMER
<b>Shortlist candidates</b>	Based on the above generated Criteria List, EXCEED’s outsourcing team works on shortlisting appropriate candidates from both inside and outside EXCEED. All candidates should fit the requirements identified.	<ul style="list-style-type: none"> <li>▪ Candidates shortlist</li> </ul>	EXCEED
<b>Culture Check</b>	Shortlisted candidates will be checked by CUSTOMER, or selected directly by EXCEED, depending on the outsourcing organizational requirements.	<ul style="list-style-type: none"> <li>▪ Selected candidates list</li> </ul>	EXCEED CUSTOMER (Optional)
<b>Process</b>	During this step, the papers and permits for the selected candidates will be processed within EXCEED and with the necessary authorities (i.e. Labor Office, immigration, etc.) During this phase, selected candidates with responsibilities elsewhere will also have time to handover their current tasks for relocation.	<ul style="list-style-type: none"> <li>▪ Outsourced employee’s paperwork</li> </ul>	EXCEED
<b>Initiate</b>	Outsourced employees will be initiated into their new job, formally introduced to their team, and knowledge handover will occur.	<ul style="list-style-type: none"> <li>▪ Introductory meetings</li> <li>▪ Handover documents</li> </ul>	EXCEED CUSTOMER
<b>Join</b>	The Outsourced employees join the organization and administration is handed over to customer.	<ul style="list-style-type: none"> <li>• Escalation contacts</li> <li>• Other required documentation</li> </ul>	EXCEED CUSTOMER



## Outsourcing Placement Timeline

Based on EXCEED's extensive experience in outsourcing, the below is an estimation of the durations required for a successful outsourcing engagement.



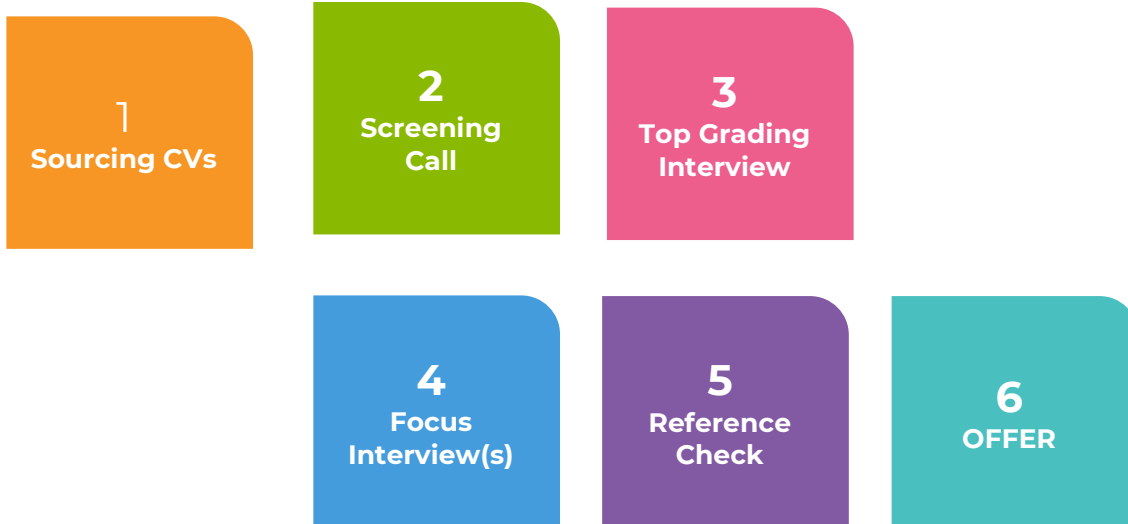
Stage	Duration	Days Prior to Join Date
<b>Identify organizational requirements</b>	3 days	43 days
<b>Shortlist candidates</b>	10 days	40 days
<b>Culture Check</b>	3 days	30 days
<b>Offer</b>	5 days	27 days
<b>Process</b>	22 days	22 days
<b>Join</b>	1 day	0 days

All days estimated are working days and not calendar days.

From the above, to appropriately identify and place excellent outsourcing candidates within any organization; it takes roughly 2 calendar months. In case the Processing stage is accelerated in some rare instances; the candidate may be able to join before the estimated 43 days.

## Selection Methodology

EXCEED hires the best of breed resources. Our recruitment cycle ensures the best people are on-boarded. We carefully evaluate resources' technical skills, experience, cultural fitness, and attitude to make sure they can communicate and integrate with other people easily. EXCEED has developed a solid selection methodology to choose the right candidate.



Throughout the stages, the candidates will be given interview questions, tests, presentations to prepare and other activities to demonstrate the key skills required. In reaching the decision for the successful candidate, it should be the best person for the job.

The following describes the overall process as well as detailed processes that EXCEED implements in outsourcing any specialty to our customers, and which differentiate us from other suppliers:

Candidate selection is one of the most critical phases in this program. EXCEED has developed a solid selection methodology to choose the right candidates. This phase consists of the following tasks:

1. Getting CVs
2. Filtering
3. Screening

# Communication Matrix

The following table describes the details and frequency of the main communication types and escalations planned for ECA engagements.

Communication Channel	Purpose of Communication	Owner	Audience	Frequency
<b>Support Portal</b>	Submit support ticket	Customer	-ECA -Support Team	Upon request
<b>Support Portal</b>	Ticket monitoring	-Support Engineer -Support Coordinator -Customer	-ECA -Support Team	Upon Support SLA
<b>Official Email</b>	Expedite process and response	-Support Engineer -Support Coordinator -Customer	-ECA -Technical Lead -Support Supervisor	2 days with no response or update
<b>Official Email</b>	Escalate Case status	-Customer	-ECA -Support Supervisor -Account Manager	Based on ticket severity*

	Incident Acknowledgment	Initial response	Subsequent response	Management escalation
<b>Low Severity</b>	Immediate	<2 Business days	<48 hours	3 Business Days
<b>Medium Severity</b>	Immediate	<8 Hours	<24 hours	2 Business Days
<b>High Severity</b>	Immediate	<2 hours	<12 Hours	8 Hours
<b>Critical Severity</b>	Immediate	<1 Hour	<8 Hours	4 Hours

# Appendix III - List of solutions & Products under the ECA

## Customer Experience

- Marketing Strategy
- User Design
- Mobile App Development
- Recommendation Systems
- Search Engine Optimization
- Smart Contact Center Management
- AI Customer Phone Call Analysis
- Digital Experience Platforms
- User Experience Design
- Web Development
- Chatbots
- Social Media Management
- Customer Relationship Management
- Virtual Support Agents
- E-Commerce
- Customer Portals

## Employee Experience

- Strategy Management
- Employee Performance Management
- Intranet Portals
- Recruitment Management
- HR Management
- Video on Demand - Technical
- Training
- HR KPI Management
- Manpower Planning Simulation
- Unified Communications
- Business Process Automation
- Employee Self Service
- Learning Management Systems
- Video on Demand - Soft Skills
- Training
- Employee Exit Analysis
- Technology Adoption

## Business Operations

- Enterprise Resource Planning (Microsoft, Oracle, SAP)
- Project & Portfolio Management
- Block Chain
- Invoice Management
- E-Procurement
- Internet of Things

## Data & Analytics

- Data Warehousing
- Data Visualization
- Predictive Analytics
- Decision Support Systems
- Analytics Strategy
- Self Service BI
- Big Data
- Artificial Intelligence
- Customer Life Time Value Prediction

## Data Center

- Identity Management
- Data Center Management
- Backup & Replication
- Public Cloud Infrastructure & Setup
- Private Cloud Infrastructure & Setup
- Managed Infrastructure Services
- Access Management
- Data Center Monitoring
- Log Analytics
- Hybrid Cloud Infrastructure & Setup

## Digital Transformation

- Digital IT
- Digital ALM
- Digital Enterprise
- Digital Engineering

## Security

- Security Assessment
- Security as a Service
- Penetration Testing
- Security Hardening
- 3rd Party Audits
- Cloud Security
- Cyber Security

## Data & Analytics

- Data Center Automation

# Appendix IV-Terms & Conditions

## General:

- Customer agrees that this contract shall run for an initial term of one year and will expire unless extended after mutual agreement of both parties.
- Setting up the hardware or network is out of scope.
- Scheduling and rescheduling of a service or training must be 4 weeks in advance and is subject to EXCEED IT Services resource availability.
- Sign off upon successful service completion is required.
- The utilization schema provided in this proposal applies on the on-premises Microsoft products. Support for Cloud Microsoft products and a non-Microsoft product requires a direct contract between the customer and the Vendor itself, depending on the product as applicable.
- The ESP can be utilized to cover services cost only. Any required licenses or external costs will be covered by the customer separately.

## EXCEEDERs Service Points - ESP:

- Any request for installation, customization, health check, design, consultation, upgrade, or training will be estimated in ESP based on Exceed previous experience in similar engagements.
- Mobilization period starts from the time that the customer approves the ESP estimate.
- Consultation hours to be utilized in a minimum of 8 hours interval.
- Deployment hours to be utilized in a minimum of 8 hours interval.
- Exceed Trainings prices are given for Official Microsoft Trainings & Other standard trainings based on course levels and types. Customized trainings have a different rate for ESP utilization to be communicated upon request.

## Resources on Demand:

- Scope of Work
  - EXCEED will be responsible for recruiting the resources based on the skillset referred to within the proposal submitted to **(Cust)**.
  - EXCEED will not be responsible for the daily tasks or operations of the hired resources
  - The appointed engagement manager at EXCEED, will perform all the required tasks remotely and not from **(Cust)** premises.
- Recruitment: EXCEED commits to the recruitment, replacement and replacement timelines as specified in this proposal, only. Resource joining and/or scheduling will be done based on EXCEED processes and policies in addition to the resource availability
- Work Location: Onsite and Offshore
- Working hours:
  - Working hours are based on 5 days per week, from Sundays through Thursdays for 45 working hours per week.
  - Working hours are from 8:00 AM until 5:00 PM; except for official holidays or as per **(Cust)** working hours
  - Working hours are inclusive travel time to different **(Cust)** locations
- Overtime hours:
  - Overtime to be calculated based on labor law and are exclusive of the above charges.
  - Pre-approved overtime charges will be added to the monthly invoice, as required
- Equipment and Facilities: **(Cust)** will be providing the equipment, environment, office, communication facilities and pre-requisites and requirements to perform their tasks.
- Security Pass: **(Cust)** is responsible of issuing the security passes required for the resources to enter **(Cust)** and perform their tasks on site.
- Attendance
  - EXCEED resources will clock in using EXCEED Clock in System such that EXCEED may prepare the required timesheets to submit to **(Cust)**
  - EXCEED resources will punch in/out at designated access controls to record attendance that can be reviewed by **(Cust)** personnel.
  - Timesheets of the monthly attendance will be submitted to **(Cust)** by EXCEED and approved.
  - Unforeseen absences or sick leaves will be deducted from the invoice submitted to **(Cust)** at the end of every month and will be reflected in the timesheets as such.

## Support:

- Customer is responsible for identifying and classifying the severity of the support incident.
- Once the support incident has been classified within a specific severity level and action is taken based on this classification, customer cannot downgrade the severity of the incident.
- Any requested support incidents that fall outside of EXCEED official working days (Sunday to Thursday) & working hours (8:00 AM till 5:00 PM) will be categorized as "Support Outside Standard Working Hours".
- Customer should ensure that the personnel familiar with the incident are available to assist EXCEED with the investigation, including defining and resolving the fault.
- In case of high and critical severity, customer should ensure the required contact person(s) is available otherwise EXCEED will automatically downgrade incident severity.
- Customer should conduct the first level of investigation into the fault prior to notifying EXCEED, including provision of a qualified single point of contact and back-up point of contact to cover the absence of the primary point of contact.
- Customer should ensure all recommendations provided by EXCEED are carried out.
- Any documents provided will follow the EXCEED standard format.
- In cases of critical and high severity incidents, EXCEED identifies the support time even if after standard working hours. If customer refuses support after standard working hours, severity of incident is automatically downgraded.
- Customer should provide a remote connection for EXCEED support personnel to address the issue online through RDP, TeamViewer, WebEx or any convenient tool.
- Setting up hardware is beyond the scope of this support service.
- Support for third party solutions integration is outside the scope of EXCEED support unless its included under Exceeders Marketplace.
- High and Critical Incidents will only be escalated to partner (if possible) in cases where EXCEED exhausts all its abilities to resolve the incident. However, EXCEED can't guarantee resolution through partner.
- Product patch updates, integration, deployment, and migration fall under the category of services.
- EXCEED will not support application customization that was implemented by customer or other vendor, unless proper handover sessions and documents are provided.
- Support does not include tasks related to end-users, daily server administration, configuration, customization and integration.
- Exceed resources will do their best to provide root cause analysis of issues, however this might not be achievable, depending on the nature of the case.
- Exceed will not support any Microsoft product that is already out of Microsoft support.
- All resolved tickets can be reopened by the customer within 2 working days only. After that, If the customer faces the same issue, re-opening the same ticket would not be possible and submission of a new ticket would be required.

## Long Term Resources:

- Working Hours: The working hours set to 45 hours per week, 5 days a week, except for weekends and official holidays.
- Timesheets: EXCEED will submit the attendance timesheet to CUSTOMER for approval and submission of the invoices. CUSTOMER will reply to the timesheets and invoices sent in a timely matter.
- Deductions: Unforeseen absences or sick leaves will be deducted from the invoice submitted to CUSTOMER at the end of every month and will be reflected in the timesheets as such.
- Payment includes:
  - Monthly Salary
  - Vacation Month
  - Annual Ticket
  - Visa
  - Health Insurance
  - End of Service
  - Recruitment Fees
  -
- EXCEED resources will be submitting for their annual leave requests at least 2-month prior leave date for the planned leave and approval should be obtained from CUSTOMER before the leave is incepted.
- Annual Leave Request Process: EXCEED will abide by the Vacation replacement process noted in this proposal.
- EXCEED will assign a vacation replacement and communicate the planned handover and assignment dates with CUSTOMER.
- The handover duration will not exceed 2 days prior to or after the leave duration.