

HSP Upgrade and Enhancement Policy

Updates and Enhancements Included in Product Assurance

The program update policy for the HSP Product Suite as defined in your contract is simple and straightforward. HSP does not employ a "new version for an additional charge" model; therefore, all changes will appear in future releases "free of charge" to clients with a current agreement. For the benefit of our clients, the HSP Product Suite is continuously updated with enhanced functionality and new features, so ALL updates and new program versions are provided at no additional cost as part of your maintenance and support agreement. The availability of updates is announced on our customer support website and may be obtained directly from that site. On rare occasions, changes to a previous version will be made, but generally they must generate a very substantial impact for HSP to divert resources on code changes that will most likely be in the next release.

Additional Enhancements and Reports at No Additional Cost

Our policy for development of new program features and standard reports is based on client insights and suggestions. If a new or existing client requests a program enhancement that HSP, in its sole discretion, deems to be beneficial to the majority of our client base and/or to the marketability of our products, generally that enhancement will be implemented without cost to the client. Because these enhancements are not considered to be "customizations", development scheduling and product delivery dates will be determined by HSP's product review committee. Clients may visit the HSP customer support website to view anticipated release dates for these enhancements. Of course, if a client requires an enhancement prior to HSP's anticipated release date, the client may request a development quote that may result in development fees to the client.

Custom Programming to Meet Your Needs

For those customers who have unique business requirements or specific timeframes, HSP offers custom programming, which will be incorporated in a purchase order quote. The client will need to submit a detailed definition of the desired functionality or report. Upon receipt, HSP will review and determine as follows: Enhancement (as described above), Minor Customization, or Major Customization. For Minor Customizations, HSP will provide a firm quote price. For Major Customizations, an estimated quote price will be generated. Additionally, Major Customizations may require a mutual project definition phase that may be billable to the client. All HSP quotes will include an anticipated delivery date that generally will follow HSP's 10-week release cycle. (NOTE: delivery date delays may occur if the signed quote is not received by HSP within the time frame designated within that quote.) Emergency requests to meet immediate business needs may incur an HSP resource re-allocation surcharge.

All customizations require an initial deposit of 50%, along with a signed purchase order. The remaining balance is due upon release availability to the client. All customizations include a 30-day warranty for acceptance testing that begins upon release availability to the client. Unless specifically requested, all customizations will be made only to the release currently being coded. Changes to previous releases may result in additional costs.

A Word About Defects

Unexpected errors and down systems are obvious defects that will be addressed by HSP as expediently as possible. However, because of the complex nature of the healthcare business, certain system behavior may not perform as you, the client, might prefer. HSP, in conjunction with its user community, makes informed decisions about how specific functions best meet the needs of the community. Although we have found this approach to be mutually successful, challenges do arise, particularly with the EDI input and output specifications and functionality. It appears that adherence to global standards is not common, and therefore, system modification may be required by the client to meet their partner's specific needs. HSP is willing to consider customizations under the above arrangements, but does not deem such situations to be defects.