

HSP Support Programs for 2006

HSP is introducing a new family of affordable, prepackaged support offerings that will give your staff time to focus on strategic projects while helping to keep your budget lean. Available immediately, the HSP Product Standard Support Plan provides phone-based access to HSP's support professionals who provide problem resolution support and proactive support assistance to help increase the efficiency of your IT and operations staff.

There are three levels of support packages offered by HSP. The Basic Support Plan is included with your Maintenance Agreement. You may elect to enhance our Basic Support Plan by either purchasing additional hours, or by upgrading to a more comprehensive service plan. Alternatively, the Basic Support Plan is available in four different Service Packages, each with a different set amount of support assistance hours and problem resolution support incidents included (see the chart below).

Our support plans include telephone access to our representatives, in addition to the online support available on the HSP Customer Service Website. Our call center is staffed with highly skilled support engineers equipped with the expertise you need to effectively use the HSP product suite to succeed in today's marketplace. The level of support your business requires will determine the plan that best fits your needs.

Basic Support Plan - *Ongoing Support*

This plan provides quality assistance for customers who want to limit their costs and receive new software version releases. This annual plan, available for all your HSP products, offers support on critical issues with one designated contact. A designated contact is an employee from your organization that is responsible for interaction with HSP customer support representatives. All incidents must be reported through the HSP Customer Service Website prior to calling technical support.

The HSP Basic Support Plan has a one-year term starting the day it is purchased and includes 3 hours of non-defect support, plus unlimited support during the one-year term for incidents caused by HSP product defects. HSP Support Professionals are solely responsible for determining whether an incident is a defect or non-defect support incident.

The HSP Basic Support Plan has the following features:

- One-year term, including a total of 12 non-defect support incidents per product, starting the day it is purchased.
- Business hours are defined as 9am-5pm Eastern Time.
- Incidents are submitted and tracked through the HSP Customer Service Web site.
- Level 1 issues identified by customers will receive a response within 4 hours of receipt of report.
- The Basic Support Plan is available to all customers with current maintenance contracts.
- Software patches and service packs are made available through web download or other electronic means.

Support Package		Basic	Bronze	Silver	Gold
Support Account Management	Account Reporting	Quarterly	Quarterly	Quarterly	Quarterly
	Planning and Resource Facilitation	0 hours	2 hours	4 hours	8 Hours
	Incident Monitoring and Escalation Management	Business Hours Only	Business Hours Only	Business Hours Only	Business Hours Only
Problem Resolution Support	Non-defect Problem Resolution Support	3 hours	5 hours	10 hours	20 hours
	Critical Defect Situation Management	Unlimited for current version	Unlimited for current version	Unlimited for current version	Unlimited for current version
Support Assistance	Infrastructure Support Assistance	0 hours	5 hours	10 hours	20 hours
	Support Discount	0%	10%	10%	10%
Cost		Included with standard maintenance agreement.	See Appendix A	See Appendix A	See Appendix A

- **Note** At the end of each term, any unused support hours will expire. If all non-defect support hours are used before their term ends, all additional support incidents will be charged at the then-current rate (see Appendix A).

Enhanced Support Plan

Designed for customers with complex business requirements, this plan includes all of the features of the Basic Support Plan and in addition provides prioritized support services for faster response. The plan includes unlimited incidents and telephone support on critical issues for two designated contacts.

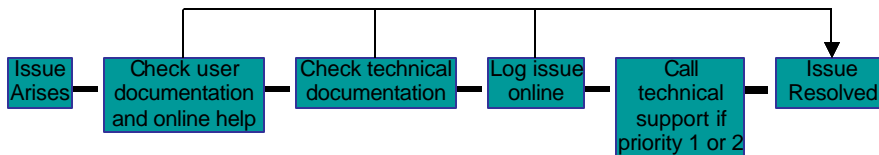
Premium Support Plan

This plan includes all of the features of the Enhanced Support Plan and in addition, delivers account management services, even faster response time, and priority escalation handling. You receive telephone support for four designated contacts who may access the development team through your HSP Account Manager. You also receive account management services including regular review meetings. Plus you

have the added convenience of customizing your plan with a broad range of personalized support options.

Before Contacting Support

In many situations, you can find answers to your questions without calling Support. HSP's electronic support services can help you isolate a problem, solve it, or determine if you have encountered a known bug. By checking sources like customer support at <http://www.hspweb.com/customerservice> you may also find an answer to your situation. The chart below suggests where to check before you call.



Determine the Nature of the Problem

Before calling for assistance, try to determine the cause of the problem by answering the following questions:

- What behavior are you experiencing? What behavior do you expect?
- When was the last time the software worked properly? When was the problem first observed? What was changed in your environment in the interim? (Installing software, changing configuration, etc.)
- When did the problem occur? When does the problem not occur? What is different between those situations?
- How extensive or localized is the problem? What is the difference between the elements that exhibit the problem and those that do not?
- How critical is this problem to your environment? Can you work around it until a fix is found?
- Is there a better way to implement the software that would make the problem disappear?

Isolate the Problem

After determining the problem, take steps to isolate it as specifically as possible. Determine the precise steps required to consistently reproduce the problem.

Incident Prioritization

Incident priorities are assigned based on problem urgency and the effect on your business. The priority of the incident determines the targeted initial response time. Please explain the impact that the incident has on your business, as it will allow your HSP Support Engineer to best address the problem for your organization. Properly prioritizing incidents also helps balance the workload appropriately within Support, ensuring that our entire customer base enjoys efficient resolution to issues. Note that HSP Support Plans are not designed to resolve problems with other vendors' software or with Microsoft operating environments or your network.

Level 1—HSP software is not operational and no workaround is possible, or a workaround exists but is unacceptable because of a severe impact on your business. Working in the HSP software is halted, or the problem is having a severe impact on your ability to continue working in the HSP software.

Level 2—HSP software is operational, but its functionality is seriously affected. There may be a workaround, but implementing the workaround is time consuming and will adversely affect your business.

Level 3 (Default)—HSP software is useable, but production is impacted. Production can continue for a reasonable amount of time before the problem becomes critical. A workaround is available and acceptable.

Level 4—HSP software is useable, but you have a question or minor issue.

Who Can Log An Incident

Depending on your support contract, your company may register one or more authorized HSP Support contacts. These contacts are the only people authorized to contact the Support Center with questions. Authorized support contacts are established to protect your company and your software, ensuring that only people you authorize can request that we investigate or make modifications to your system. In

case of absence, your support contact may authorize an acting contact by notifying customer service by faxing or Emailing the Support Desk. In such cases, the acting contact should call customer service directly and have the Support Engineer log the case for them.

If an unauthorized person calls, we will ask that person to contact your authorized support contact instead. However, in an emergency, we will begin working on an incident with an unauthorized support contact on an exception basis, subject to later verification.

Adding Support Contacts

The number of Support contacts you are allowed depends on the support plan your company has chosen. If you require more support contacts than are included in your plan, you may purchase the option of additional support contacts, or upgrade to a higher level of support that offers more contacts. For more information, contact the HSP support center.

Changing Support Contacts

If your support contact needs to be changed for any reason, mail or fax a letter on your organization's letterhead to the HSP Support Desk. The current support contact or manager should request this change. Include the following information:

- Your organization name
- Name of support contact to be replaced
- Name, address, e-mail address, and phone number of the replacement support contact
- Signature of the support contact to be replaced or of the department manager

Logging Your Incident

BEFORE LOGGING YOUR INCIDENT: When you need to log an incident with HSP Customer Support, please be sure to log your incident electronically using our online services and to have all pertinent information in hand.

Once your incident has been logged, it will be assigned an incident number and an appropriate HSP Support Engineer. Be sure to record your incident number as your quick-reference number to all information about your question.

Resolving Your Incident / Response Times

When calling HSP Customer Support, we will first verify your support ID and record background details on the incident, including the priority. Response times vary according to the priority of the incident and the terms of your support agreement.

Sometimes resolving an incident during the initial call is not possible. Additional information may be needed, or the initial discussion may indicate that different expertise is required to resolve your incident or verify a potential product defect. If this different expertise is required, the HSP Support Engineer will transfer the incident to an engineer with the appropriate knowledge base and will inform you of the change.

Customers who have contracted for 24x7 support may open or continue business-critical Level 1 incidents after normal business hours. Customers with regular business day support may open and receive support incidents during normal business hours. To open or continue Level 1 incidents that have severe business impact, these customers may purchase emergency after-hours support.

HSP Support Target Response Times (in business hours by priority)				
Program	Level 1	Level 2	Level 3	Level 4
Premium	30 min.	1 hr.	4 hrs.	4 hrs.
Enhanced	1 hr.	2 hrs.	6 hrs.	6 hrs.
Basic	4 hrs.	6 hrs.	8 hrs.	8 hrs.

If you have additional information about your incident, you can update your incident at any time by logging into HSPWeb.com and looking at your **Open Service Calls** under your section. Please provide your incident number to expedite your phone call and to make sure the additional information is recorded accurately.

Reporting Product Defects

If you are reporting a potential product defect, the HSP Support Engineer will check to see if your problem has been reported previously and if a fix is available. If it is not a known bug, the HSP Support Engineer will attempt to replicate the problem. This duplication may require the engineer to log on to your system (with your approval), obtain data from you, or use the error message and

other information you provide to resolve the problem. Once the problem is duplicated, HSP Customer Support will send the information to the development team for final verification that a product defect exists. Your support engineer will notify you when a product defect has been confirmed and will let you know what the next steps will be toward resolving your incident.

Incident Escalation

If at any point while your incident is open you are not satisfied with the current plan of action, you may also request escalation through your HSP Support Engineer. The HSP Support Manager responsible for the team supporting the incident will address escalation requests. The HSP Support Manager is responsible for researching a customer escalation request and developing an action plan. This plan will be proposed to the customer and appropriate status updates made, per agreement with the customer, until closure of the incident.

Closing Your Incident

An incident is closed when you and the Support Engineer agree that a resolution has been reached. In addition, your incident may be closed because:

- The information and/or software provided by the HSP Support Engineer has answered your question
- You tell the HSP Support Engineer that the incident is no longer an issue
- You and the HSP Support Engineer agree that your problem is a result of a problem that cannot be isolated

Standard Maintenance Agreement

The HSP Maintenance Agreement is an annual plan ensuring your receipt of all the major and minor new version releases for a given software product within the one-year term of the agreement.

HSP continuously improves its software so that you can keep your business on the competitive edge. HSP provides access to these software improvements through new releases and service packs as follows:

- **New Releases** To keep your system current, these new releases are issued periodically and often include new features,

improved performance, and changes to ensure your HSP products are up to date with the evolving healthcare marketplace. These releases undergo regression and compatibility testing with other HSP products to ensure the release is up to our product quality standards. They also include fixes for software defects that may have been identified in earlier versions.

- **Service Pack Releases** HSP periodically releases production-quality maintenance releases, which include minor enhancements and software fixes.
- **Version Support Software** maintenance is available for all products that are upgraded to the last major release. Legacy versions are not covered under any maintenance contract and you must pre-arrange for both maintenance and support.

Upgrade Assistance Program

Upgrade assistance is available for HSP Applications customers who have a standard Product Services contract with HSP and may be purchased separately. HSP Support provides a guide that a customer can follow in a methodical and repeatable way through the upgrade process. This service is available for customers who are intending to perform their own upgrades or working with a partner such as a systems integrator or HSP Consulting. Once you begin your upgrade, HSP Support Engineers are available to assist you in resolving any problems you may encounter during the upgrade process.

Upgrade Assistance Provides:

- Step by step assistance through upgrade process
- Customized help for your unique upgrade needs
- Critical patch identification to prevent accidental omission
- Optional online connection for direct assistance
- Confirmation and documentation of your successful upgrade

Getting Started

The customer must have a current standard Product Service contract with HSP, and must:

- Follow a standard upgrade project plan.
- Use a web-based connection
- Assume responsibility for any customized code

Appendix A

Support Package		Basic	Bronze	Silver	Gold
Cost		Included with standard maintenance agreement.	\$8,000	\$16,000	\$32,000

All Prices subject to change at anytime.