



MRI Concierge Support Packages

WHAT CAN CONCIERGE SUPPORT DO FOR YOU?

MRI Concierge Support packages provide our Clients with support and services unparalleled in the industry. Concierge Clients are able to directly access MRI's most experienced Software Agents, take full advantage of Unlimited Support, and enjoy extended Support hours. Concierge packages also include enhanced target response times, additional Designated Support Contacts, and free test databases, as well as Professional Services and Training. Whether you choose MRI Standard Support or one of our Concierge Support packages, MRI Software makes it easy for Clients to get the level of support their business requires.

Easy Access to the Experts

Whether it is through our dedicated Concierge phone lines or utilizing our self-service portal, Concierge clients get direct access to our most experienced Support Agents. The MRI Concierge Support team is made up of Senior-level Agents with knowledge across each of our product lines. And with our Concierge Premier and Elite packages, we offer extended Support hours and enhanced Response Target times so that you can receive assistance when you need it!

More Flexibility

Designated Support Contacts (DSCs) are contacts authorized to request assistance from MRI Global Client Support. These contacts are able to access the myMRI Client Portal to open and view Support cases, view thousands of articles in our Knowledge Base, and submit product enhancement suggestions (Ideas). With MRI Concierge Support, our clients are able to designate additional DSCs at no extra charge.

Special Support Services

All Concierge clients will receive regularly scheduled Service and Support Experience Reviews, which will include updates on case volume, client satisfaction feedback, and an analysis of high volume case drivers with an accompanying action plan. We will review the trends and goals of your specific business and recommend training and learning opportunities that will allow you to operate more efficiently.

GPS & SaaS Services

All Concierge packages include GPS Factory services, including customization and report writing. You may also take advantage of FREE web-based training and free live virtual training sessions. In addition, Concierge clients in our MRI SaaS environment are entitled to additional test databases at no charge, as well as UNLIMITED free refreshes from the Production environment.

EXCLUSIVE BENEFITS AVAILABLE WITH MRI CONCIERGE SUPPORT PACKAGES

MRI Concierge Standard

- Unlimited Support with dedicated Concierge Support line
- Service and Support Experience Review with Case Driver Analysis and Action Plan
- Enhanced Target Response Times
- Free hours of eLearning, Virtual Training, and GPS Factory Service

MRI Concierge Premier

- **All the great benefits of Concierge Standard Support!**
- Dedicated Support agent to assist with all related casework when upgrading to a new major release of MRI Property Management
- Priority scheduling of GPS projects

MRI Concierge Elite

- **All the great benefits of Concierge Premier Support!**
- **Quarterly** Service and Support Experience Review with Case Drive Analysis and Action Plan
- **100 hours** of GPS Factory Service, for report writing MRI Toolkit customizations, and more!!
- **UNLIMITED** eLearning

MRI Concierge Support Packages

		MRI Standard Support	Concierge Standard	Concierge Premier	Concierge Elite	
SUPPORT	Toll-Free Telephone Support	●	●	●	●	
	Support Hours ¹	8am-8pm ET	8am-8pm ET	Mon - Thurs 7am-9pm ET Fri 7am-8pm ET	Mon - Thurs 6am-10pm ET Fri 6am-8pm ET	
	Incoming call prioritization via Concierge phone line		●	●	●	
	Priority routing of cases to Concierge Level agents		●	●	●	
	Service and Support Experience Review			Annual	Semi Annual	Quarterly
	Call (case) Driver Analysis and action plan			Annual	Semi Annual	Quarterly
MY MRI CLIENT PORTAL	Submit cases online	●	●	●	●	
	Access to online Knowledge Articles	●	●	●	●	
	Submit product enhancement suggestions through 'Ideas'	●	●	●	●	
	Prioritization of Incident Reports (IR)		●	●	●	
PORTAL CASE SUBMISSION RESPONSE TARGET	Response Target Time - Normal Priority cases	6 hours	4 hours	3 hours	2 hours	
	Response Target Time - Serious Priority cases	3 hours	2 hours	1.5 hours	1 hour	
	Response Target Time - Critical Priority cases	Live Call Only	Live Call Only	Live Call Only	Live Call Only	
PROFESSIONAL SERVICES (GPS)	Self-paced - eLearning ³		20 free hrs	80 free hrs	Unlimited	
	Public Live Virtual Training ³		16 free hrs	40 free hrs	80 free hrs	
	GPS Factory Service - Toolkit Customization Requests ³		4 hrs	8 hrs	100 hrs	
	Priority Scheduling of projects			●	●	
ADDITIONAL SERVICES	MRI Property Management - Additional Test Database (SaaS Clients Only)	Per Contract	1 additional free	2 additional free	3 additional free	
	MRI Property Management - Refresh of Test Database from Production (SaaS Clients Only)	Per Contract	Unlimited	Unlimited	Unlimited	
	Dedicated Client Support agent assigned to all upgrade casework for major releases (SaaS & Self-Hosted Clients)			●	●	
	Special Webinars on Advanced Topics		●	●	●	

1 – Access to Sr. Support agents may be limited outside of standard support hours of 8:00am-8:00pm (ET). This extended coverage is currently only available for MRI Property Management support and does not include Bostonpost, Workspeed or VaultWare coverage

2 – Additional DSC counts only available with active Concierge package

3 – Prorated to current contract year

MRI Concierge Support Packages

Terms and Conditions

MRI Concierge Package Pricing

1. MRI Concierge packages are valid for 12 months and will renew automatically with your maintenance contract renewal unless otherwise specified in your contract
 - a. Contact your MRI Account Executive for billing and payment options
 - b. Concierge packages are in addition to your current combined maintenance and support costs.
2. MRI Concierge packages are based on Flat Rate pricing and are inclusive of all features and benefits contained within the package. The addition or removal of certain features and/or benefits is not allowed.
3. Initial MRI Concierge package pricing is as follows:
 - a. Concierge Standard - \$7,500
 - b. Concierge Premier - \$20,000
 - c. Concierge Elite - \$80,000
4. MRI Concierge packages may be subject to future price increases on an annually renewable basis.
5. Clients must have a current combined Maintenance and Support agreement in order to take advantage of MRI Concierge packages

Unlimited Support

6. All MRI Concierge packages include Unlimited Support
7. Unlimited Support includes general product and technical assistance for all current and supported MRI Software releases, running on an approved infrastructure and/or environment. Unlimited Support shall not include:
 - a. Data imports and conversions
 - b. Data entry, set up, and maintenance
 - c. Upgrades or training
 - d. New customization requests and support of existing customizations

MRI Concierge Support Teams

8. MRI Concierge packages provide direct access to either Concierge or Premier support teams, depending on the package purchased
9. Dedicated analysts are not included in any of the Concierge packages
10. Clients will access the Concierge or Premier Support teams by utilizing the Concierge, Premier, or Elite phone number provided to them, or by initiating a case through the myMRI Client Portal.
 - a. Clients will not have direct access to specific individuals within any of the teams.
 - b. Clients must initiate cases via the phone number provided or the myMRI Client Portal; MRI does not accept cases via email.
11. MRI Software reserves the right to add or remove members of the Concierge, Premier, or Elite Support teams at its sole discretion.

Enhanced SLAs

12. MRI Concierge Premier and Elite packages entitle clients to enhanced SLAs when compared to MRI General Support SLAs; Concierge Standard packages do not provide enhanced SLAs.

13. Enhanced SLAs are defined as follows and according to the case priority classification. All cases of a 'Critical' classification should be submitted through a live telephone call **ONLY**:

- a. For MRI Concierge Standard Packages
 - i. Serious Priority – 2 hours
 - ii. Normal Priority – 4 hours
 - b. For MRI Concierge Premier Packages
 - i. Serious Priority – 1.5 hours
 - ii. Normal Priority – 3 hours
 - c. For MRI Concierge Elite Packages
 - i. Serious Priority – 1 hour
 - ii. Normal Priority – 2 hours
14. Priority classifications for SLA adherence purposes are defined as follows:
 - a. Critical - The production system is significantly impaired with core functionality essentially unavailable. Client's day to day use of the software is severely impacted. There is no available workaround.
 - b. Serious - The production system is able to run core processes but other functionality is significantly impaired. Client's ability to carry out day to day use of the Software is severely impacted. There is no reasonably acceptable workaround.
 - c. Normal - An area of core functionality is generating errors but this is not preventing the Client from performing day to day use of the Software. A workaround may be available.

GPS Factory Service and Web-Based Training

15. GPS Factory Service refers to services provided by the MRI Global Professional Services "Factory". These services include:
 - a. Small and Mid-sized Project Management
 - b. Software Customization and Configuration
 - c. Report development and testing
 - d. Conversion development and testing
 - e. Interface development
 - f. End-User Training (some functional limitations)
 - g. Application Testing
 - h. Post Go-Live Support
 - i. Installation or SaaS set up
16. Clients may incur additional fees for services provided in addition to those listed above.
17. Web-based training is defined as self-paced or instructor led training delivered via the internet and/or conference call. Classroom training is not included.
18. All GPS Factory and Web-Based Training hours expire at the end of the contract year. Any unused portions will not carry over into subsequent years or be credited back to the account.

Full MRI Software Maintenance and Support Policy

19. The full MRI Software Maintenance & Support Policy can be found at: <http://www.mrisoftware.com/mymri>

Additional Terms and Conditions may apply. Contact your MRI Sales Executive for more information. This is not a complete listing of all Terms and Conditions associated with the MRI Concierge Support packages. MRI Software reserves the right to add, remove, or otherwise alter these Terms and Conditions at any time.