

Feature	<i>"Basics" Plan</i> STRATUS	<i>"Help with Everything" Plan</i> CUMULUS	<i>"Please Create Everything" Plan</i> CIRRUS
SLA			
Target SLA diagnostic response time Note: Problem severity may influence response time	Two-to-four business days	Four-to-eight business hours	Two-to-four business hours
Support and Enhancement Tickets			
Issues			
Technical "break-fix" error problems	X	X	X
"How Do I" questions (existing functionality)	X	X	X
Data-related issues (e.g., hung transaction)	X	X	X
ERP processing issues	X	X	X
Security related issues	X	X	X
Troubleshoot and report issues (i.e., bugs) to Acumatica or other software vendors and manage the issue resolution process	X	X	X
Document issue resolutions and/or workarounds	X	X	X
Enhancements			
Recommend and discuss system enhancements and improvements		X	X
Brainstorming and blue- sky planning calls		X	X
Financial report writing		Assist	Create
Other (non-Financial) report writing		Assist	Create
Generic Inquiry writing		Assist	Create
Dashboard creating/ modifying		Assist	Create
Notification creating		Assist	Create
Webservice Endpoint configuration		Assist	Create
Data Provider creating		Assist	Create
Import/Export Scenario creating		Assist	Create
Approval Workflow		Assist	Create
Creation of Business Event		Assist	Create

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Create Schedules for Automated Transaction Processing		Assist	Create
Email, SMS, Push Notification Templates		Assist	Create
Approval Workflow		Assist	Create
Business Event Development		Assist	Create
Training			
Go-live training	X	X	X
Training is recorded and delivered for anytime reference	X	X	X
Role-based, new employee training as needed			X
Administrator function			
Administer user accounts		X	X
Restrict access to and updating of information Enforce		X	X
segregation of duties via Access Roles		X	X
Audit User activities		X	X
Configure emailing		X	X
Configure FTP synchronization		X	X
Configure Mobile Notifications		X	X
Monitor system use, health, and capacity		X	X
Assist with Annual auditor requests		X	X
Support Ticket Reporters			
Number of users per company that can submit tickets Additional users may be added as inform-only by copying them on the ticket submission	One User	Two Users	Up to Three Users
Updates			
Build-update deployments (As needed for bug-fixes when recommended by Acumatica Technical Support)	Included	Included	Included
Upgrade to New Release			

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Frequency (Subject to release schedule by Acumatica and third-party publishers where applicable)	One upgrade included at no charge every two years	One upgrade included at no charge each year	Up to semi-annual upgrades included at no charge
Software Upgrade projects	Basic test plan provided	Basic test plan provided	Custom test plan provided
Other			
Scheduled Onsite Visits (excluded travel expenses and subject to safe travel guidelines)		Annually	Quarterly
Scheduled 15-minute stand- up call	Monthly	Semi-monthly	Weekly
Number of Users that can access to Company Specific Documentation Space for Acumatica	One User	Two Users	Up to Three Users
Acumatica Online documentation and knowledge base	Included*	Included*	Included*
Acumatica Open University	Included*	Included*	Included*
Acumatica Community forums	Included*	Included*	Included*
Acumatica Product suggestions and voting	Included*	Included*	Included*
Acumatica Product downloads	Included*	Included*	Included*