computrition

Professional and Support Services

v.2018.05

YOUR
GUIDE TO
INNOVATIVE
SOLUTIONS

PROFESSIONAL SERVICES

Training Services

Computrition offers a wide array of training services to streamline the implementation process. Of all the factors critical to the success of an automation project, none are more important than quality training. No matter how effective the hardware or software, a system will not be utilized if the staff is not comfortable using it. Conversely, successful training efforts produce many tangible and intangible results, from increased productivity and reduced site support requirements, to positive user response and increased job satisfaction.

The hands-on Computrition training program is designed for users who have limited experience working with automation. The instructional methods used throughout the training create a positive learning environment. Extensive hands-on interaction with the system functions instills confidence required for successful operation. Trainees practice in training data files without interfering with the operation's actual data files. By using the system in a controlled environment, trainees are able to overcome apprehension and learn corrective procedures thereby gaining competency in using the system.

For Computrition's Windows products, training is completed utilizing a variety of mechanisms. Working with each customer, Computrition determines what combination of techniques lends itself best to training and a customized comprehensive training plan is developed. Each of our core modules are provided with a training package. Training outlines and agendas are provided for each training session.

The training process consists of:

- On-site training in a classroom environment with hands-on practice during each session. Computrition limits attendance to eight persons per one trainer and requires at least one workstation for every two attendees. As well as a projector.
- WEB-based instruction utilizing "shadowing" techniques with step-by-step instruction

An overview of program functionality covering the basic use of each component within the system is followed by practice sessions on each portion of the software. Each practice session would be followed by a post-test, to measure comprehension. The managers then could use such post-test(s) to evaluate their staff members on the system. The assigned trainer will coordinate with the account to determine who should attend each session. The number of training sessions and combination of techniques are dependent upon which software modules are purchased.

Consulting Services

Computrition offers multiple levels of consulting to assist customers with organizing and improving software usage and internal processes. Computrition recognizes that not all clients have the full range of in-house expertise or staff time to best apply the powerful techniques and services that we offer. For this reason, expert consulting services are available to help solve complex issues or implement new policies and procedures. Throughout our 35+ years of providing foodservice and diet office systems, Computrition has been established as an industry expert and has a wealth of experience in applying technology to solve your problems. We are available to consult with you, at your facility whenever appropriate, to provide technical expertise on a wide range of application or technology issues. Work with us and we will hand-select consultants with the right skills, expertise and experience for your needs. Levels of Consulting include Project Management Consulting, Application Consulting, Technical Consulting, Oracle Consulting, Interface Consulting, Operation Optimization and Best Practice Analysis.

Project Management Services

Computrition realizes the importance of preliminary planning and preparation to secure the success of any project. Dissemination of clear and accurate information is important to the acceptance of any new program or procedure. Project Management is the planning, scheduling and controlling of a project to meet the project's goals. Computrition offers dedicated staff that can assist with developing a plan to implement the software within a specified amount of time with the available resources. With an assigned project manager, Computrition can put all of the pieces together to complete the implementation puzzle. This would include development and monitoring of the following documents:

- Account specific timeline
- Project meeting minutes
- Reporting Project Performance
- Evaluation of the project
- Statement of Work
- Operational transition plan
- Project control points and plans

APPLICATION SUPPORT SERVICES

Standard Application Support and Subscription Service

- Computrition Software Product Updates for currently supported products
- Telephone Support during standard support hours for direct primary support regarding the use and operation of the software shall be provided via a toll-free 800 telephone number to customers from 3:00 a.m. to 6:00 p.m. (Pacific Time) for Nutrition Care Management and 6:00 a.m. to 6:00 p.m. (Pacific Time) for Foodservice Operations Management, Monday through Friday, except for Thanksgiving Day (USA), Christmas Day, New Year's Day and July 4th
- Web-based Customer Support Website

Weekend Nutrition Care Management Support

- Telephone Support is a break/fix support option to troubleshoot, diagnose, and remedy system problems during weekend (Saturday and Sunday) support hours of 6:00a.m. to 6:00p.m. (Pacific Time) except for Thanksgiving Day (USA), Christmas Day, New Year's Day and July 4th
- Web-based Customer Support

Weekend Foodservice Operations Management Support

- Telephone Support is a break/fix support option to troubleshoot, diagnose, and remedy system problems during weekend (Saturday and Sunday) support hours of 6:00a.m. to 6:00p.m. (Pacific Time) except for Thanksgiving Day (USA), Christmas Day, New Year's Day and July 4th
- Web-based Customer Support

Holiday Application Support

- Telephone Support is a break/fix support option to troubleshoot, diagnose, and remedy system problems during support hours of 6:00a.m. to 6:00p.m. (Pacific Time) on Thanksgiving Day (USA), Christmas Day, New Year's Day and July 4th
- Web-based Customer Support

ORACLE SUPPORT SERVICES

Oracle Support

This Service Level is specifically available to Computrition customers that have purchased Application Specific Oracle RDBMS Licensing from Computrition directly. This Service Level provides Computrition Oracle customers with Oracle RDBMS Product Updates along with Oracle Break/Fix Oracle Support. Under Computrition's Application Specific Licensing for Oracle RDBMS, Computrition provides the first line of support for Break/Fix issues with Oracle. When necessary, Computrition will escalate Break/Fix issues to Oracle support at their discretion.

- Telephone Break/Fix Support during standard support hours shall be provided via a toll-free 800 telephone number to customers from 6:00 a.m. to 6:00 p.m. (Pacific Time), Monday through Friday, except for Thanksgiving Day (USA), Christmas Day, New Year's Day and July 4th
- If Oracle licensing has not been purchased from Computrition, Oracle support will still be provided with the caveat that Computrition will not be able to contact Oracle directly. It is the responsibility of the license holder to contact Oracle, open any support tickets, and communicate any relevant information to Computrition's DBA's in order to resolve the issue
- Remote Support Accessibility via VPN or remote desktop tools such as Webex
- Web-based Customer Support Website

Turnkey Professional Service – Remote Installation for Oracle Server

The customer uses existing or new hardware that is currently installed at the customer's site with the operating system loaded. Computrition's professional services staff will remotely access the server and install Oracle and the Computrition application. Test and verify the installation and proper functionality of Computrition application and assists with direction on back-up procedures. Install the Oracle Client software, and application on a single end-user workstation (or Citrix server). The customer then installs the Computrition application on any remaining end-user workstations (or Citrix servers).

Deliverables Provided Under this Service Offering

- Operational Support Instructions
- Installation checklist and procedure for setup and configuration of Servers
- Computrition QA Checklist for validation of product usage
- Turnkey completion report

Turnkey Professional Service On-site Installation for Oracle

Our professional services staff will travel directly to your location(s) to install and configure your existing or new hardware, purchased through Computrition or a 3rd party. Then install any required supporting software (Oracle) and install Computrition's application. Test and verify the installation and proper functionality of the Computrition application. Install the Oracle Client software, and application on a single end-user workstation (or Citrix server). The customer then installs the Computrition application on any remaining end-user workstations (or Citrix servers).

Deliverables Provided Under this Service Offering

- Operational Support Instructions (Starting and Stopping of Servers)
- Installation checklist and procedure for setup and configuration of Servers
- Computrition QA Checklist for validation of product usage
- Turnkey completion report

Extended 24x7 Oracle Support-Bronze Level

This Service Level is specifically available to Computrition customers that have purchased Application Specific Oracle RDBMS Licensing from Computrition directly. This Service Level provides Computrition Oracle customers with Oracle RDBMS Product Updates along with Oracle Break/Fix Oracle Support. Under Computrition's Application Specific Licensing for Oracle RDBMS, Computrition provides the first line of support for Break/Fix issues with Oracle. When necessary, Computrition will escalate Break/Fix issues to Oracle support at their discretion.

- Telephone Break/Fix Support shall be provided via a toll-free 800 telephone number to customers 24 hours a day, 7 days a week
- Assistance for updates after hours is not included
- Remote Support Accessibility via VPN or remote desktop tools such as Webex.
- If Oracle licensing has not been purchased from Computrition, Oracle support will still be provided with the caveat that Computrition will not be able to contact Oracle directly. It is the responsibility of the license holder to contact Oracle, open any support tickets, and communicate any relevant information to Computrition's DBA's in order to resolve the issue

Extended 24x7 Oracle Support-Silver Level

This Service Level is specifically available to Computrition customers that have purchased Application Specific Oracle RDBMS Licensing from Computrition directly. This Service Level provides Computrition Oracle customers with Oracle RDBMS Product Updates along with Oracle Break/Fix Oracle Support. Under Computrition's Application Specific Licensing for Oracle RDBMS, Computrition provides the first line of support for Break/Fix issues with Oracle. When necessary, Computrition will escalate Break/Fix issues to Oracle support at their discretion.

- Telephone Break/Fix Support shall be provided via a toll-free 800 telephone number to customers 24 hours a day, 7 days a week
- Access to Support team after hours if issue occurs during an Update to the Software
- Remote Support Accessibility via VPN or remote desktop tools such as Webex.
- If Oracle licensing has not been purchased from Computrition, Oracle support will still be provided with the caveat that Computrition will not be able to contact Oracle directly. It is the responsibility of the license holder to contact Oracle, open any support tickets, and communicate any relevant information to Computrition's DBA's in order to resolve the issue

Extended 24x7 Oracle Support-Gold Level

This Service Level is specifically available to Computrition customers that have purchased Application Specific Oracle RDBMS Licensing from Computrition directly. This Service Level provides Computrition Oracle customers with Oracle RDBMS Product Updates along with Oracle Break/Fix Oracle Support. Under Computrition's Application Specific Licensing for Oracle RDBMS, Computrition provides the first line of support for Break/Fix issues with Oracle. When necessary, Computrition will escalate Break/Fix issues to Oracle support at their discretion.

- Telephone Break/Fix Support shall be provided via a toll-free 800 telephone number to customers 24 hours a day, 7 days a week
- Oracle team will provide one Software update per year as part of the service; this includes the interface update.
- Remote Support Accessibility via VPN or remote desktop tools such as Webex.

If Oracle licensing <u>has not</u> been purchased from Computrition, Oracle support will still be provided with the caveat that Computrition will not be able to contact Oracle directly. It is the responsibility of the license holder to contact Oracle, open any support tickets, and communicate any relevant information to Computrition's DBA's in order to resolve the issue.

Oracle DBA Remote Administration-Platinum Level

This service provides remote Oracle database administration needs for your operation, and includes 24x7x365 access to our staff of Certified Oracle DBAs. The following are offered as part of this service:

- Reporting and resolving all serious Oracle alert log messages
- Proactive database management
- Unlimited annual Oracle software installations, upgrades and patches
- Oracle backup and recovery
- Immediate response to any database emergency
- Same Day response to any database non-emergency
- Regular monitoring of daily maintenance jobs
- Performance tuning and space optimization available on an as needed basis

Our Requirements

- VPN Access to Database or remote desktop tools such as Webex.
- SMTP relay from the Database Server
- OS Level Privileges
- If Oracle licensing has not been purchased from Computrition, this service can still be provided with the caveat that Computrition will not be able to contact Oracle directly. It is the responsibility of the license holder to contact Oracle, open any support tickets, and communicate any relevant information to Computrition's DBA's in order to resolve the issue

Oracle Security Auditing Module

Oracle Security Auditing Module enables database and system administrators, security administrators, auditors and operators to track and analyze any database access to Patient Health Information (PHI). What makes this module really unique is its built-in support for multiple auditing methods giving you the flexibility to choose the best fit for your database security requirements.

- The data-change audit functions capture data-change events in all PHI related tables and record "before" and "after" values
- Can be configured at table, and schema level with Pre-built analytical reports
- Real-time email alerts to key personnel and job scheduling
- Includes automatic Archive/Purge controls
- Configure audit settings on multiple schemas from a single console

Computrition Oracle Database Maintenance (Alert Notification)

Computrition provides a service that offers automatic SMTP email alert notification, essential for any size operation. Computrition has developed a series of scripts (batch processes) to accommodate many of the tasks that must be performed on a regular basis. The batch processes are controlled (automated) using the Microsoft Scheduled Tasks feature of Windows. The following are offered as part of this service:

- Schema (Dataset) Exports-Database Backups (Hot Backups (online))
- Log File Management-Oracle Alert; Oracle Trace; Online Archivelog; Listener Control Logs; SQL*Net
- Cleanup of Obsolete Export Files, Scanning of the Alert Log for Errors and Disk Space Monitoring

Automating these processes will ensure that critical data is being backed up both properly and regularly. Key Benefits:

- No more concerns about scheduling backups
- No knowledge of scripting language or backup commands necessary
- SMTP email notifications are automatically sent to key staff
- Key status reports are generated with the following information: (Backup Status; Backup Errors; Alert Log Errors; Space Utilization; Overview of the Database (Healthcheck)

Remote Standby Database Oracle

The Computrition Standby Database is an identical copy of a production database, located on another server. The standby database server receives updates from the production database approximately every 15 to 20 minutes, applying the same transactions (in the same order) as they occurred on the production database to keep the two databases synchronized. A Standby Database provides disaster protection, protection against data corruption and supplemental reporting.

Deliverables Provided Under this Service Offering

- Install the database on the Standby server
- Configure the Production and Standby Database; Test the setup
- Train staff on the usage, maintenance and management of the Standby Database

TECHNICAL SUPPORT SERVICES

Standard Interface Application Support

Interface Application Support is related to the specific features and functionality of Computrition Interface applications. This support level covers the actual use of your Computrition application and remediation of problems that arise within the software. Update installation support is covered under this support level, as are data problem identification, and general system use.

- Telephone Support during standard support hours 6:00 a.m. to 6:00 p.m. (Pacific Time), Monday through Friday, except for Thanksgiving Day (USA), Christmas Day, New Year's Day and July 4th
- Remote Support Accessibility via VPN or remote desktop tools such as Webex.

Extended 24x7 Interface Support

Interface Application Support is related to the specific features and functionality of Computrition Interface applications. This support level covers the actual use of your Computrition application and remediation of problems that arise within the software. Update installation support is covered under this support level, as are data problem identification, and general system use.

- Telephone Break/Fix Support shall be provided via a toll-free 800 telephone number to customers 24 hours a day, 7 days a week
- Remote Support Accessibility via VPN or remote desktop tools such as Webex.

Interface Monitoring Module

This module monitors several different aspects of the interface operation. When an issue shows up that is being monitored**,** the system will attempt to take corrective action and send our team an E-Mail indicating an issue was found. Monitored areas include:

- Not received a connection from the remote sender since startup
- Existing connection from the remote has dropped and has not been restored
- Idle timeout is too long
- Software is in a "deny users" state for too long
- Error that causes a thread to shut down
- External program that checks to ensure all threads are running

SUITEPOINT! POINT-OF-SALE (POS) MODULE

Standard SuitePoint! Support

SuitePoint! POS Application Support is related to the specific features and functionality of Computrition SuitePoint! POS applications. This support level covers the actual use of your SuitePoint! POS application and remediation of problems that arise within the software. Update installation support is covered under this support level, as are data problem identification, and general system use.

- Telephone Support during standard support hours 6:00 a.m. to 6:00 p.m. (Pacific Time), Monday through Friday, except for Thanksgiving Day (USA), Christmas Day, New Year's Day and July 4th
- Telephone Break/Fix Support shall be provided during these hours
- Remote Support Accessibility via VPN

Extended POS 24x7 Support

This SuitePoint! POS Support is a break/fix telephone support option to troubleshoot, diagnose, and remediate system problems precipitated by the malfunction of the operating system, or related system software, including minimal workstation and server hardware functionality, and printer functionality.

- Telephone Break/Fix Support shall be provided via a toll-free 800 telephone number to customers 24 hours a day, 7 days a week
- Remote Support Accessibility via VPN or remote desktop tools such as Webex.

SuitePoint! Turnkey Professional Service – Remote Update

The Computrition Professional Services staff will remotely access the customer's existing Database server to update the SuitePoint! POS Application. We will test and verify the installation and proper functionality of the SuitePoint! POS BackOffice application. The professional services staff will then ensure the proper update and connectivity of each register to the schema. Finally, the customer will install the SuitePoint! POS application on their end-user workstations (or Citrix server).

Deliverables provided under this Service Offering

- Installation checklist and procedure for setup and configuration
- Update the SuitePoint! POS BackOffice application on database server
- Update the SuitePoint! schema
- Test the connectivity of the SuitePoint! POS BackOffice application to the updated schema
- Update each register with the required version of Oracle Express Edition and SuitePoint! POS application
- Test the connectivity of each register to the updated schema

Our Requirements

- Required versions of Oracle Database and Oracle Client must be loaded on the database server prior to the scheduling of the service
- VPN Access to Database
- Available on-site IT personnel
- Administrator Privileges and Access to https://ftp.computrition.com