

*At Kraft Enterprise Systems (KES), we depend on feedback and collaboration with our clients to continually improve. We have spent years listening to the needs of our clients for ongoing customer care and have developed three service levels based on those varying requirements. We offer three annual, client-centric care plans:*

- **Silver:** Designed for customers who just need occasional support and minimal account management
- **Gold:** Designed for customers who are making ongoing enhancements and want additional assistance from KES to help optimize their NetSuite deployment
- **Platinum:** Designed for fully engaged customers who are looking for a business system partner that works with them on a regular basis to improve their people, processes, and systems

## KES SERVICES

The key services included as part of our customer care plans:

- ✓ **Account Management:** Readily available point of contact at KES who ensures that all non-technical client needs are being met.
- ✓ **NetSuite Support & Enhancements:** Hours included depend on the support level chosen. All support requests are submitted via the Kraft NetSuite support email or as a case using the KES portal.
- ✓ **Release Management Support:** The Gold plan includes a review outlining potential impacts based on the customer environment. The Platinum plan takes this a step further, assisting with setting-up test plans and conducting testing.
- ✓ **Annual Review:** All plans include an annual system review. This starts with a basic health check with the Silver plan, moves up to a comprehensive health check with the Gold plan, and includes a full operations review and planning session with the Platinum plan.
- ✓ **Quarterly Training:** Platinum plan only. Provides a training session of the customers' choice each quarter.

# THE KES CUSTOMER CARE PLAN

Clients have the ability to contact Kraft Enterprise Systems by either emailing our NetSuite Support Team or opening a case through the KES portal. All client issues will be addressed promptly and efficiently through this single point of contact. Issues can include a simple question or support item that can be handled directly by our customer care team, an account issue that needs to be addressed by your account manager, or a more complex problem that will be escalated to your assigned consultant.



SERVICE	SILVER	GOLD	PLATINUM
<b>Account Management (non-technical)</b>	Included	Included	Included
<b>NetSuite Support &amp; Enhancements (1) (2)</b>	Up to 40 hours/year	Up to 100 hours/year	Up to 200 hours/year for priority enhancements
<b>Service Level Agreement (3)</b>	Respond within 1 business day	Respond same business day if before noon CT or next business day if after noon CT	Respond same business day if before 3 PM CT or before noon the next business day if after 3 PM CT
<b>Release Mgmt. Support (4)</b>	Additional fees apply	Includes twice per year Release Impact Analysis	Includes twice per year Release Impact Analysis as well as testing guidance and assistance
<b>Annual System Review (5)</b>	Includes basic health check	Includes comprehensive health check	Includes comprehensive health check as well as an annual business systems planning session
<b>Training Session (6)</b>	Additional fees apply	Additional fees apply	Includes one training session per quarter at customer request
<b>Annual Price *POR/Non-POR (7)</b>	\$6,750 / \$7,500	\$16,650 / \$18,500	\$32,760 / \$36,400
<b>Add'l/Overage Hourly Rate *POR/Non-POR (8)</b>	\$180 / \$200	\$180 / \$200	\$180 / \$200

**\*POR rate applies if KES is the customer's official NetSuite Partner of Record.**

(1) NetSuite Support & Enhancements have a monthly hours usage cap as follows: 8 hours (Silver); 16 hours (Gold); 30 hours (Platinum). Any hours consumed within a month that exceed the plan cap will be billed as T&M at the end of the month based on the add'l/overage hourly rate.

(2) Unused hours at the end of the customer care annual term are not refunded or carried over.

(3) Note that all services are provided on business days between the hours of 8:00 AM-5:00 PM CT only.

(4) Release management aligns with the two NetSuite releases completed each year.

(5) Annual review completed at time requested by customer.

(6) Training session is on topic of customer's choice.

(7) Plan is billed in advance or semi annual based on KES practice director approval.

(8) This rate applies to add'l hours needed in excess of the annual hours included or if there is monthly overage above the monthly caps.