

We're thrilled to support you as you embark on utilizing our new ERP system, designed to streamline your operations and enhance efficiency. Below is a detailed overview of our refined support framework, which features direct communication channels and processes tailored specifically to meet your needs.

Direct Communication During Implementation:

From the start of the ERP implementation, you've had uninterrupted access to your dedicated Project Manager and the team assigned to your project. This open communication ensured that any questions, adjustments, or feedback were swiftly addressed, providing a smooth and transparent transition.

Post-Go-Live Support:

After your ERP system goes live, we transition to a structured support model that continues to ensure the integrity and efficiency of your operations. Please direct all support inquiries to our Helpdesk via our website at www.erpizo.com/help. We encourage department managers to initially review issues and, if further assistance is needed, to submit a help ticket on the behalf of team members. This process guarantees that your concerns are addressed promptly and by the appropriate experts while ensuring we don't have duplicate tickets or questions that were already answered.

Live Chat Support:

Our website also features a Live Chat feature to further enhance your support experience. Available on the "Submit Help" and "Submit Change" pages, this tool allows you to instantly connect with our

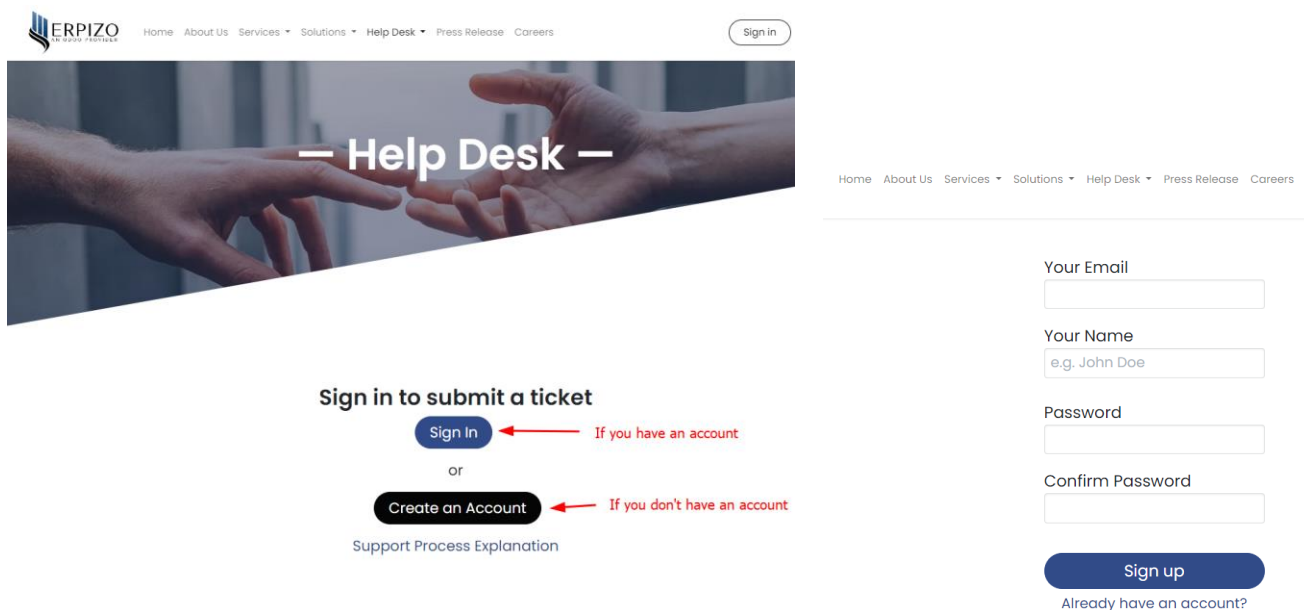
functional consultants. Whether you have quick questions or need immediate reassurance about system behavior, we are here to assist. For more complex inquiries, our team may recommend submitting a formal support ticket.

Change Requests:

As your business evolves, so may your needs for modifying the ERP system. To request new features, adjustments to workflows, or integration of new modules, please submit your changes at www.erpizo.com/change-request. Our team will assess your needs and provide an estimate for the necessary adjustments. Upon your approval, we will proceed with implementing these changes.

Secure Sign-In for Requests:

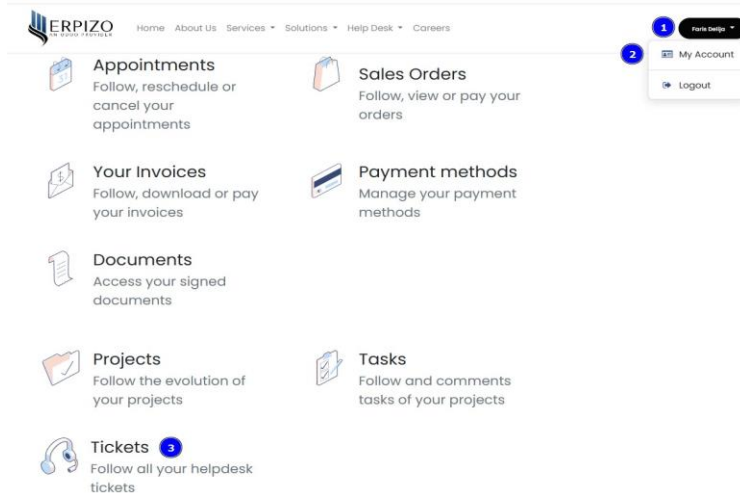
To provide personalized service and efficient tracking of your requests, secure sign-in to our system is required. If you don't yet have an account, you can create one by visiting our "Sign In" page and selecting "Create Account"



The screenshot shows the ERPISO Help Desk interface. At the top, there is a navigation bar with links: Home, About Us, Services, Solutions, Help Desk, Press Release, and Careers. A 'Sign in' button is located in the top right corner. Below the navigation bar is a large banner image with the text '— Help Desk —'. Underneath the banner, there is a section titled 'Sign in to submit a ticket'. This section contains two buttons: 'Sign In' (with a red arrow pointing to it and the text 'If you have an account') and 'Create an Account' (with a red arrow pointing to it and the text 'If you don't have an account'). Below these buttons is a link for 'Support Process Explanation'. On the right side of the page, there is a sign-up form with the following fields: 'Your Email', 'Your Name' (with the example 'e.g. John Doe'), 'Password', and 'Confirm Password'. At the bottom of the form is a blue 'Sign up' button and a link that says 'Already have an account?'.

Monitoring Your Requests:

You can keep track of all your helpdesk tickets and other documents by clicking on your name in the top right corner of our website.



Service Level Agreements (SLAs):

Our commitment to you includes timely resolutions based on the priority of your requests:

Urgent Tasks: Within 4 hours

High Priority: Within 8 hours

Medium Priority: Within 16 hours

We are confident these enhancements will significantly improve both your experience and the performance of your ERP system. If you have any questions or require additional information, please feel free to reach out. Our team is dedicated to ensuring your success and satisfaction.

Thank you for trusting Erpizo. We look forward to continuing to support your business's growth and operational efficiency.
