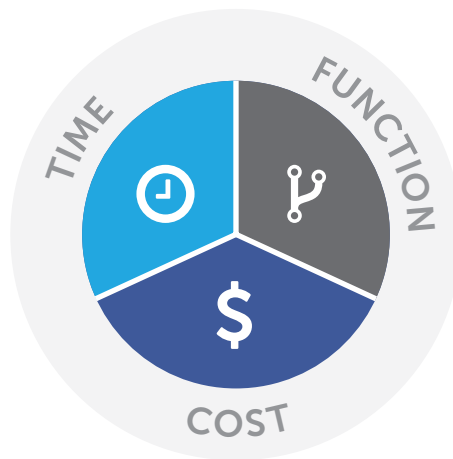


SYNAPSE

CONNECT

Support Contracts Explained



WHAT ARE THE BENEFITS OF A SUPPORT CONTRACT?

With a support contract, you are in control. You control the budget, the timeline and the results.

Agile methodology is a globally popular method for project management. It takes the ambiguity out of project timelines and costs and gives customers peace of mind.

The customer (you) chooses what functions or changes are important, how soon they need to be done and how much budget is to be allocated. If you want it done faster, it will cost more. If you want to reduce cost, take away functionality or give the project more time. You decide.

How do we manage your priorities, costs and timeframes? We will set you up with an online client portal. Every desired wish-list function will be captured in a support ticket, quoted time and costs and allocated a priority rating. With your express approval we work on tickets as defined by you in order of priority.

As you can see, this method is business responsive, which means your technology can adapt and grow with your business.