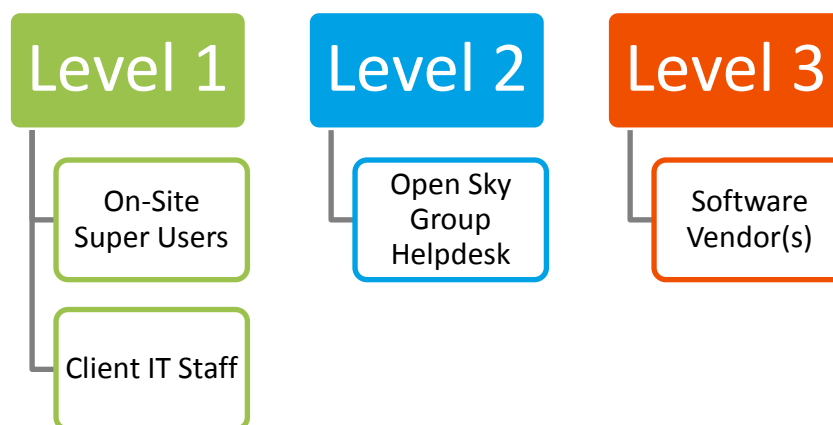


SUPPORT SERVICES FOR JDA (REDPRAIRIE®) SOFTWARE

OPEN SKY GROUP'S SUPPORT RELATIONSHIP

Open Sky Group works with you and your software vendor to ensure support needs are met to your satisfaction. Here is a typical support level scenario:



LEVEL 1

Level 1 is typically handled by on-site resources or the client's own help desk and staffed by super users and/or client's IT resources. It is common after an implementation to hire extra staff or augment Level 1. Open Sky Group has on several occasions contracted with clients to be on-site and provide Level 1 Support, as well as train clients future Level 1 staff.

LEVEL 2

Level 2 is where Open Sky Group's Help Desk comes into play, staffed with experts in the technology and your configuration. It's there for when an issue is beyond the skills or experience of Level 1. Level 2 Support can provide enhancements and more complex maintenance, as well as install patches and monitor overall system health.

LEVEL 3

Level 3 is the Software Vendor's product support that is called in by Level 2 when an issue appears to be a product defect or if Level 2 needs a second opinion on an issue. The software vendor is also typically the source for patches and upgrades to the standard software.

SUPPORT SERVICES FOR JDA (REDPRAIRIE®) SOFTWARE

Open Sky Group's Support services are driven by responsive and experienced analysts who are there to help you get the most from your support dollars. We strive to resolve issues quickly (one of the fastest response times in the industry) and ultimately have your system experience less down time by fixing the root cause of issues, not just the immediate challenges at hand.

OPEN SKY GROUP ADVANTAGE:

- **Visibility** – Our issue tracking system allows clients to see what we are doing and how we've resolved an incident.
- **Experience** – Our support analysts have worked on many systems and chances are good that we've seen the issue before.
- **Rapid resolution** – Our typical resolution times are less than two hours*.
- **Knowledge** – Finding the problem doesn't help much if you can't fix it. We can help you resolve issues quickly and keep your operations running with less interruption.
- **Reduced downtime** – System Down? We help clients get back up and running faster than other support vendors – this has a direct impact on your bottom line.

* Service Level Agreements are defined on a per-contract basis for each client and are dependent on a number of factors. Our acknowledgement of an issue once an incident is reported is within minutes for every client.

WHAT CAN I EXPECT FROM OPEN SKY SUPPORT FOR JDA (REDPRAIRIE) SOFTWARE?

- **Convenient Incident Reporting** - Two ways to submit an incident (web and email)
- **Automated ticket assignment and response** – If you email an incident, our system will reply to you in minutes with an incident number (AND, everything you wrote in your email goes into our system).
- **Automated Status updates** – See who (and when) our team acknowledges your request. Get updates when our team changes the status of the incident or adds information such as notes or a resolution.
- **Customer Portal** – Not only will you get email updates, you can also log in and use our system in the same way we do - you see what we see on your incidents.
- **Customer Wiki** – We know our clients' business and systems - we don't believe there is any other way to do it. We have a Wiki for every client with important details. Enjoy the feeling of being a name and not a contract number!

Contact Open Sky Group today to discover how our Support can help you reach new heights of supply chain efficiency.