

WELCOME TO YOUR NEW IT SUPPORT TEAM

We are committed to providing your organization with the highest level of service and a smooth transition to working together. The first step in our partnership is onboarding. In this document, we have outlined the primary steps of the onboarding process, including what you can expect, what we need from you, technical onboarding, and other valuable information.

1 Step 1: Onboarding Meeting

THE ONBOARDING MEETING

Your account manager will schedule an onboarding meeting to review all the information we need to get you up and running. From your company, we recommend that the IT point of contact, key decision makers and anyone else who will be working directly with Cornerstone Technologies to attend. During this meeting, we will gather the following information:



Contact Information

You'll tell us who the primary contacts are for business and non-business hours, so we know who to contact regarding any issues or outages, and who is authorized to make service requests.



Third Party Vendor Information

We will document your ISP provider and any third-party software vendors so that we can make support calls on your behalf in the event that any issues arise.



Maintenance & Report Preferences

You'll tell us what day you prefer maintenance (i.e. patches & security updates) to be performed, and how often you would like to receive your status reports.



Passwords

We'll need admin-level access to your systems in order to properly manage your network.



Submitting Service Requests

We will show you how to submit service requests during and after business hours through our online portal, by phone and by email, as well as who you should contact for various nonsupport related requests.

2 Step 2: Technical Onboarding

TECHNICAL ONBOARDING

There are two components to the Technical Onboarding process - remote and onsite.



Remote Onboarding

We perform several tasks remotely to get you set up in our system. These include:

- Deploy remote monitoring tools so we can watch your systems 24x7
- Install security tools such as App River, Antivirus and Spam Filter
- Review your data backups
- Take inventory and perform configurations of any items that can be done remotely
- Perform any maintenance tasks that are needed



Onsite Onboarding

We will schedule 1 to 2 days to be at your location to complete the onsite onboarding. Onsite onboarding includes:

- Review and document your complete IT infrastructure and network configurations
- Install any agents that could not be installed remotely
- Take inventory and configure remaining network assets that could not be done remotely
- Install any necessary hardware

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Step 3: Review & Recommendations

REVIEW & RECOMMENDATIONS

We will compile and review with you all of the findings and recommendations from the Technical Onboarding phase. These will include:



Network Health Report

A full assessment of your network's health and efficiency.



IT Risk Consultation

We will discuss your organization's security risks and concerns and identify any weaknesses that may allow your data to be compromised.



Recommendations

We will provide a summary of recommendations on any hardware or software upgrades, risk management solutions and any other strategies to help improve network efficiencies and overall health.

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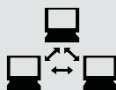
Step 4: Implementation

IMPLEMENTATION

We will implement the approved recommendations from Step 3 on your network. At the conclusion of this step, you can expect:



Security Upgrades



Network & System Improvements



Better Overall Performance



Reduced Risk & Exposure

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Step 5: Ongoing Engagement

ONGOING ENGAGEMENT

We will implement the approved recommendations from Step 3 on your network. At the conclusion of this step, you can expect:



Quarterly Business Reviews

As a client, you will have quarterly business reviews with your Account Management Team to:

- Discuss the current state of your company
- Review the previous quarter's service requests to identify trends and where focus or improvements need to be made
- Identify and prioritize your company's goals and initiatives for the following quarter
- Address any issues or concerns



Status Reports

You will receive several reports on a regular basis so you can see the status of your network and service requests. These reports include:

- Anti-virus and Patch Health Reports (sent monthly)
- Backup Status Reports (sent monthly)
- Hardware and Software Inventory Reports (sent quarterly or annually)
- Service Ticket Summary Reports (sent quarterly)



Client Resources Center

Our online Client Resources Center provides you with quick and easy access to support guides, important links and contact information for our sales and service desk. You can access the Client Resources Center anytime at:

www.tagnational.com

CLIENT EXPECTATIONS

Client Expectations:

The following information will help you engage us when you need help.

To send a support request to our Help Center:

Call our Customer Care Center Monday through Friday between 7:00am-5:00pm PST or Email support@tagnational.com. When placing a support request, please include your name, organization, phone number, and an explanation of your question/issue.

EMERGENCY AFTER-HOURS SUPPORT:

Emergency After-Hours Support is available 24/7/365. Non-critical issues should be submitted during business hours. For Emergency After-Hours Support, please email your request to support@tagnational.com. Please indicate within your email that you need after-hours assistance. Our system will notify an engineer and we will then call you to address your support request.

SUPPORT REQUEST REPORTING/SERVICE CALL PROCEDURE:

Please follow this procedure when reporting a support request.

- Call the Customer Care Center as described above.
- Provide model and serial number of failing device (if applicable)
- Provide Client name and contact with phone number.
- Provide address if different from main campus site.
- Provide description of failure.

After receiving reported problem, TAG will:

- Notify an engineer.
- Engineer will call client back within 30 minutes (average) or less.
- Engineer will communicate to Client a plan for remedy.
- TAG will make a good faith effort to resolve all issues within 24 hours. If more than 24 hours, TAG will communicate a time frame for remedy.

Priority:

Our average response time for all calls is 30 minutes, or less, from the time that the call is placed. In cases involving calls placed to our Customer Care Center, a support engineer will call the phone number designated by the Client at the time the call was placed. Client, dispatcher, and support engineer will jointly determine individual support call priority accordingly.

METHOD OF REMEDIATION:

When available and desirable, TAG will utilize the remote support method for Client support, including phone support and or remote connect support, in order to remedy the support request in a more timely manner and to potentially limit cost to the Client. TAG will utilize a mutually agreeable remote access tool or service. If this tool is stipulated by the Client, it will be the client's responsibility to supply and pay for this tool or service. The Client is responsible for providing TAG with all applicable login and password information to access the systems and software. Notwithstanding the foregoing, TAG shall comply with Client's policies and procedures for visitors and for security as related to Client's systems.

When support cannot be rendered by utilizing phone support and/or remote connect support, it may be necessary for a TAG support engineer to go to the Client's premises for support. The support engineer will coordinate with the Client contact to determine a mutually agreeable date and time for the on premises support visit.

CALL STATUS:

Clients may check the status of a support request by contacting our help center and requesting status and providing the operator with the incident trouble ticket number. The Client may also contact the support engineer via email when they are checking the status of a current ticket that has not been closed. The Client is asked to contact the help center using the methods outlined in this document any time they have a new support request.

CLIENT COST FOR SUPPORT:

The Client agrees to pay for support time incurred by utilizing one of TAG's IT Services standard programs. Support time for an episode is accrued and begins when the technician engages the project or, for on-premise support, disembarks his or her previous location for the Client destination. Support time ends when work is complete. In some cases, times from several episodes will be combined to form a single ticket. Each episode will be rounded up to the nearest fifteen-minute increment, (unless several small episodes exist inside a 24-hour period, in which case all times will be combined prior to rounding). All times will be documented by the support engineer in TAG's line-of-business system.

ESCALATION:

Some support cases require more time to resolve. The support engineer will communicate to the Client with a periodic status update, in the event that an immediate resolution to the issue is not found. If at any time, the Client determines that priority is not being given to the issue reported, the Client is requested to escalate the call by alerting TAG's It Services Technical Support Manager consistent with the degree of urgency and at the Client's discretion. All open tickets are evaluated weekly, by the Technical Support Manager and the Manager may evaluate the priority of an individual ticket and elect to escalate the ticket to another internal resource for resolution.