

NoExcuses™ HelpLine Support

Round-the-clock service option



Service objective for BPCS or ERP LX

Unbeaten Path's will sustain worldwide production BPCS / ERP LX operations. The seven principal elements of the objective shall be:

1. Full user satisfaction with ongoing BPCS / ERP LX operations
2. Timely recovery from any and all interruptions to normal business operations
3. Prompt rectification of any data corruption ... followed by analysis to design a permanent solution for the root cause of the problem
4. Software performance reliability
5. BPCS user security assurance
6. Reliable integration between BPCS software and any AS/SET or RPG-based bolt-ons or customizations to that software
7. Specifically requested functionality enhancements

To achieve that objective, Unbeaten Path will support users with expert-level, reliably-right-the-first-time answers to questions concerning the software, including any and all client modifications made to that software. We will also provide competent and timely professional support for any customer-specified initiative to enhance the functionality of the existing system(s).

NoExcuses HelpLine support will be provided on a 24/7/52 basis to any pre-authorized site that contacts Unbeaten Path for assistance. Unbeaten Path will arrange a system of "pass-codes" to ensure that only authorized customer personnel can initiate support projects. We then will rely upon those pass-codes to determine if support work can commence even if the call for help arrives on a holiday night.

Support will exclude personal computers or non-iSeries servers.

Unbeaten Path staffing

The consultants who will provide this service will have an exceptionally broad and deep understanding of each version of BPCS/ERP LX software. The quality of our NoExcuses HelpLine support responses will be the product of that experience. Calls for assistance will be responded to by an expert. Please [click here](#) to review professional profiles for Unbeaten Path service providers.

If support is needed for AS/SET-related issues, Unbeaten Path will provide technical staff with outstanding AS/SET expertise. In fact, our people can provide **expert-level training for AS/SET**.

Unbeaten Path's General Manager – Technical Consulting, will be the leader for our NoExcuses support. He will perform or coordinate responses to NoExcuses projects and will assign Unbeaten Path resources so as to provide reliable 24/7/365 coverage.

Support will be provided in the English language..

World-class around-the-clock response time

Unbeaten Path will arrange for a dedicated support number and cascading beeper alert system for the specific purpose of reliably responding to support calls on a 24/7/52 basis. Our goal is to acknowledge a support request within 35 minutes and respond with the correct answer in less than 24 hours.

If your company requires support in a much different time zone, we can make arrangements to have calls from those locations handled by our partners based in Pacific basin and in Europe (both the UK and on the continent).

Money-back guarantee of customer satisfaction

The response time for each NoExcuses HelpLine support project and the quality of the service provided for that project are subject to Unbeaten Path's money-back guarantee of customer satisfaction. If Unbeaten Path cannot correct a service quality problem with a support project within a reasonable period of time, then the customer will not be obligated to pay for any professional services fees related to that support project.

Administrative information

A single billing rate per hour will be applied to **NoExcuses HelpLine** support delivered 24 hours per day, 7 days per week, 52 weeks per year, including holidays.

- ✧ Unbeaten Path will invoice once a week for support delivered during the preceding week. Each invoice will provide full details of each support episode.
- ✧ The minimum billing for any project shall be 30 minutes.
- ✧ There will be a modest/fixed administrative charge per week for preparing support episode documentation according to customer specifications and planning/scheduling reliable 24/7/52 response staffing.

It is anticipated that all support will be provided remotely. Delivery of NoExcuses HelpLine support is predicated on efficient communication links with iSeries machine(s) at the location(s) selected to receive support. Most of the work is done via VPN. Special arrangements can be made to comply with any iSeries operating system and/or Sarbanes-Oxley security constraints.

Questions ?

It would be a privilege to answer any questions about our **NoExcuses HelpLine** support. Here's Unbeaten Path International's contact information:

Toll free North America: (888) 874-8008

International: +(262) 681-3151

Send us an e-mail (click [here](#))

