



HUMAN HEALTH

ENVIRONMENTAL HEALTH

PROTECT YOUR INFORMATICS INVESTMENT

PerkinElmer Informatics Gold Support Plan

PerkinElmer's Gold Support Plan offers supplemental support and maintenance for PerkinElmer Informatics products. The Gold Support Plan is designed for customers that desire more assistance than what our standard Bronze Support Plan offers. This plan provides access to an on-demand set of resources to assist you with questions about licensed products and light configuration work to support existing Informatics product deployments. These deployments include application administration assistance, product configuration and mentoring, change management, and much more. Gold Support is designed to address your support and application administration needs, and offers a team at PerkinElmer to assist you with your evolving demands. Key benefits of the Gold Support Plan are highlighted below.

Dedicated Support Resource

The Gold Support Plan offers a significant advantage over the Bronze Support Plan in the form of assigning on-demand resources who will facilitate your PerkinElmer Informatics product support needs. After signing up for the Gold Support Plan, a support team will be assigned to your organization to fully understand how our products are deployed in your environment. The team will be trained on your infrastructure specifications, deployment architecture, product configuration, key application workflows, as well as major customizations and integrations. This dedicated team will facilitate faster resolution times for support requests, as well as serve as your primary point of contact to report problems, ask questions, and seek product assistance.

Routine Reporting, Review and Planning

Customers who choose to take advantage of the Gold Support Plan can expect to engage in a monthly review with their PerkinElmer Informatics support team. This monthly review covers the status of projects, evolving or anticipated support needs, and an assessment of products deployed in your environment. A cumulative plan year-start-through-date summary is also shared. These reviews shall serve as a forum to investigate products and help with long-term deployment planning of PerkinElmer Informatics products. Personnel from other functional areas that can have an impact on the overall satisfaction of your users, such as those from Professional Services, R&D, Product Management, Application Scientists or Account Management, may also participate periodically. The reviews will also gauge the effort being spent by PerkinElmer Informatics towards your Gold Support Plan and help to make adjustments.

Maintained Customer Environment

With the Gold Support Plan, PerkinElmer Informatics will replicate your production environment for licensed products. This enables your PerkinElmer team to access a test environment with the same product versions and configurations that have in production, enabling more accurate troubleshooting and faster resolution times.

Application Administration

Your dedicated Gold Support Plan team will assist with setting up user accounts, installing minor upgrades or patches, implementing configuration changes, adjusting information links, reviewing underlying scripts or codes, and modifying existing visualization templates in TIBCO Spotfire®.

Training

Informal training is provided under the Gold Support Plan, which includes tips and tricks, and optimal ways to leverage your products for your business unit. More formal training courses are offered separately.

Software Updates

The Gold Support Plan team provides assistance and guidance with installing patches, hotfixes, and service releases, however does not take on this effort directly. Installation and migration services are offered separately through our Professional Services team.

Out of Scope

This Service does not include development of customer specific standard operating procedures, new custom code development, major changes to the core product, significant new application configurations, creating new visualizations, new information links, rapid prototyping (POCs), integration to new data sources or data sets, upgrades to new software versions, formal classroom training, and maintenance of third party hardware or software. PerkinElmer offers solutions in support of these activities through project engagements offered through our Global Services organization.

Comparison of Gold Support and Bronze Support

Feature	Gold Support	Bronze Support
Technical Support to include; telephone, email, portal and remote troubleshooting assistance	✓	✓
Dedicated Support Resource	✓	×
Monthly reporting/review	✓	×
Maintained replica of customer environment for testing	✓	×
Routine Application Administration i.e setting up user accounts, installing minor upgrades and patches, implementing configuration changes, such as minor modifications to existing published visualization templates and making minor changes to existing Information Links	✓	×
Feature demonstration/informal training	✓	×
Eligible to receive Software Updates (new major releases, patches, service releases, hotfixes)	✓	✓
Installation of minor Software Updates (patches, service releases, hotfixes)	✓	×
Defect prioritization based on the severity and visibility of the issue	✓	✓
Fixes to critical and high priority defects in core code	✓	✓
Fixes to critical and high priority defects in existing custom code	✓	×
Formal classroom training	×	×
Installation and migration of major software versions	×	×
Creation of customer specific standard operating procedures, new custom code development, enhancement changes to the core product, significant new application configurations, maintenance of third party hardware or software.	×	×
Building brand new visualizations or Information Links, rapid prototyping (POCs), Integration to new data sources or data sets	×	×