

## Intacct Buy with Confidence<sup>SM</sup>

Traditionally, financial application software vendors don't offer guarantees. You buy their software and from then on it's your problem. But at Intacct, we do things differently. We have to earn our customers' business every single month, and we've become so good at doing this we can offer you the industry's strongest and most comprehensive service guarantees.

It's critical that your financial systems are up and running when you need them, so the cornerstone of our guarantee is a minimum of 99.8% availability. In the last twelve months we've significantly beat this commitment, achieving 99.97% uptime. This translates into less than three hours of unplanned downtime in the entire year — day or night, rain or snow, weekends and holidays.

But, buying with confidence is more than guaranteed system availability. You need prompt responses to questions, applications that work as advertised, quality service delivery, a view of what's ahead and accurate, hassle-free billing. You need to feel confident that your financial data is protected and your financial applications will remain up and running, even if disaster strikes. And, if you do need to change directions, you want to be sure you can get your data out and not be held hostage by your vendor.

### Outstanding Availability

Our goal is to ensure the Intacct system is available 24 hours a day, 7 days a week, 365 days a year. To support that goal, we provide the following:

- 99.8% system availability commitment
- AvailabilityPlus<sup>SM</sup> subscription credit of 10% for each percentage point below the availability target, up to 50% of that month's subscription fees

### Disaster Recovery

The Tier 1 data center running Intacct is backed up by a complete disaster recovery program with SunGard, the global leader in disaster recovery services. In the unlikely case a disaster destroys the data center in California:

- Your applications will be available within 24 hours at SunGard's disaster recovery center in Pennsylvania
- No more than two hours of data will be lost



Our commitment to complete client satisfaction.

INTACCT BUY WITH CONFIDENCE:  
THE STRONGEST CLIENT  
SATISFACTION PROGRAM IN  
THE SOFTWARE INDUSTRY

**Buy with Confidence** is our Service Level Agreement reflecting our commitment to partnering in your success. It not only lets you know what to expect, it also compensates you if we don't meet our commitments for system availability and professional services quality. No other on-demand business software solution offers this commitment to customer satisfaction.

### Immediate Notification

Planning for what's ahead is critical. Intacct will notify you promptly with information on:

- Changes to system availability
- Delays in delivery of product features
- Changes in project timelines or cost

### Rapid Response

If you contact our support organization, we will provide:

- Acknowledgement within 4 hours of your customer support request
- Resolution or update within 24 hours of your request
- Ongoing updates as needed

### Product Quality

Our goal is to deliver high quality products. If you encounter an issue with your Intacct applications, we will provide the following:

- A product that operates as described in our online product documentation
- Clear explanation of how issues are prioritized, and when you can expect resolution

### Professional Service Quality

Our professional services goal is 100% customer satisfaction. To support that goal, we provide:

- 10% fee reduction on late or over-budget services, with no questions asked
- Available fixed price implementation packages

### Communication Excellence

We communicate regularly with our clients to ensure you are up-to-date on product development plans, new features and scheduled maintenance. We communicate:

- A quarterly view of our 6 month product release roadmap
- Immediate notification of delays to scheduled features with revised delivery dates
- New features announced on Intacct user home page and via quarterly email newsletter
- Scheduled maintenance notifications posted on user home page
- Extended maintenance notifications sent 48 hours in advance via email

### You Own Your Data

If you ever decide to leave Intacct, we will help you to get your data out of our systems. You can also preserve your data on Intacct's systems for as long as you like, for a nominal fee.

### Intacct Employee Commitment

We compensate every Intacct employee on the satisfaction and success of our customers. We back our Buy with Confidence program with everything we do.

### Intacct. A Better Way to Run Your Business.

Superior financial applications. Real-time business visibility. An open, on-demand platform. Easy administration and configuration without programming. You can have all these things and the highest rate of customer success and satisfaction and the lowest total cost of ownership. Contact us to learn how Intacct can help you run your business, on-demand.

