



THIRD SECTOR SYSTEMS, INC.

Services Explanation

Support and Maintenance

The annual support fee is 20% of the total license price.

- **Product Support** – Our industry standard support provides our customers with answers to Mission Maestro™ use questions through web chat, email, fax or telephone as appropriate. Product Support service is available from 9:00 am to 6:00 p.m. EST.

The annual support and maintenance fee provides customers with unlimited support if they have purchased training, and 67 hours of support if they have not.

- **Upgrades** – The annual support and maintenance fee includes product releases. We provide one major release and multiple minor updates of Mission Maestro™ each year. We encourage our customers to provide enhancement suggestions, which we consider during our product planning process. Note: Products that are not part of the core Mission Maestro™ system are not considered upgrades. Non-core products include the Internet Bridge™ and any third party products.
- **Documentation** – Mission Maestro™ includes a complete set of online documentation in the form of a help file. We also provide detailed installation documents and release notes with upgrades.

Implementation Services & Data Convergence

Each of our customers has unique needs. Some are new organizations that have no old information to convert but need help configuring Mission Maestro™ to best fit their needs. Others who have many years of data stored in multiple databases need both data conversion and recommendations for streamlining internal process and configuring Mission Maestro™. We use our experience to ask the questions that help you organize and manage your information most effectively.

- **Implementation Review** – We perform a multiple-session Implementation Review with the staff at each organization who need to fully understand all the configuration options of Mission Maestro™. We review your data and internal processes at the beginning of the installation to help you figure out how to best configure Mission Maestro™ for your organization.
- **Application Configuration** – Since Mission Maestro™ is very flexible our customers must make many decisions ranging from drop-down menu labeling to program categorization. We use information gathered from the Implementation Review to guide you through the configuration process.



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- **Data Convergence** – During data convergence we help you analyze your current data so we can advise you on how to cost-effectively move it into Mission Maestro™. We then help you map and verify your data before we transfer it into Mission Maestro™.

Education

Because Mission Maestro™ is a collection of management tools for the whole organization, we have developed different educational courses to meet the needs of different users. All our courses are delivered using distance learning technology. Distance learning saves you time and money. Your staff members don't need to travel or reserve large blocks of time. Current offerings include:

- **Staff Training** – Staff Training provides your staff with the skills and knowledge they need to use Mission Maestro™ effectively. We deliver Staff Training to a maximum of six people at a time. We tailor all of the training examples to your work process. If you are a Data Convergence customer we use data from your organization for the exercises and examples.
- **New Employee Training** (or turnover training) – Our abridged Staff Training gets new employees up-to-speed quickly.