

## Solution Service Fee Explanation

### Systems Management

DataServ provides complete management of all its System, allowing Client's internal information systems staff to focus scarce resources on deploying mission critical applications and technologies. With years of experience, the DataServ staff manages all systems to deliver peak performance.

### Data Management

The ongoing task of managing and moving data is performed throughout the day, week, and month to guarantee that all client documents and data are delivered with the utmost standard of promptness and at the highest performance level possible. Our data management services include indexing and matching processes, data capture, database population and management, importing and retrieval optimization.

### Storage Management

Information and documents are stored in multiple locations to ensure both business continuity and uptime capabilities. DataServ stores data and images in redundant locations within the primary site and at a secondary site. DataServ facilitates the appropriate configuration of storage, memory and applications to ensure optimal configuration.

### Retention Management

DataServ develops and manages a retention schedule that best fits the needs and legal requirements of each client, document type, and application. We work with Client throughout the life of our Master Service Agreement to monitor, update and adjust that plan as needed.

### User Licensing

DataServ's Initialization Fee includes any applicable charges for concurrent user licenses, which provide simultaneous access to documents managed electronically at DataServ.

### Ongoing Training

Our ongoing user training is provided at no additional charge to Client and can be delivered on-site, at the DataServ training facility, or at remote locations. Our trainers work to train new employees and to address any problems associated with client staff turnover. We also provide advanced level training and insight about additional capabilities and new releases.

### Technical/User Support

Complete product and user support is provided for all end users and in-house technical support personnel (i.e., Help Desk). In addition, DataServ works with client's technical staff to insure the peak performance of networks and workstations.

### Disaster Recovery Assistance

DataServ's multi-level protection policy is consistently evaluated and updated to comply with the most recent technological and legal standards. Our redundant document storage and management ensures that in the event of a disaster at the client location, DataServ remains operational and all client information is safe and available.

### Technical Obsolescence

The DataServ Solution helps clients avoid the perils of technical obsolescence by handling future (software) upgrades and technological changes. By outsourcing the electronic management of documents with the DataServ Solution, client organizations can avoid the large capital expenses that often are required to keep pace with rapidly changing technology.

### Application Modifications

Unlike an in-house system for managing documents electronically, the DataServ Solution Service Fee includes any and all changes to indexing and/or processing of current applications, as well as revisions of document formats.

### Telecom Support

Whether using DataServ to order and invoice data circuits, or doing this in-house, DataServ provides support and information to ensure that data communications technology is being used cost effectively and to its maximum benefit.

DataServ monitors client usage and provides reports demonstrating how much departments, locations, areas and/or personnel are using the DataServ Solution. In addition to providing useful information to Client, these reports allow DataServ to provide advanced training on specific items whenever needed, to increase productivity.

### Extensive Pre-testing of New Releases

DataServ never upgrades a single client site without exhaustive testing of new software releases. This ensures smooth upgrades and insulates clients from having to suffer through problems associated with new software. Our familiarity with the software allows DataServ to re-train client personnel in a more productive way when the software is ready for release.

### DataServ Resource Center

DataServ maintains the Resource Center, which is an online portal, providing videos and other reference materials on the DataServ Solution.

### Ongoing Performance Review Meetings

DataServ conducts performance review meetings every 6-8 months to provide Client's team members with the latest on in-house developments such as personnel changes, reports, documents, procedures, etc. These meetings serve as a valuable open forum for clients to discuss any concerns and/or upcoming changes in either their environment or our own.

## Usage Monitoring