



menon group SUPPORT OVERVIEW

we're here to help — all day, every day

Menon Group is committed to building positive, long-term relationships with customers. At the heart of these relationships is our dedication to creating well-engineered and thoroughly tested applications that serve our customers' needs for years to come. If an issue arises, you count on us to resolve it quickly and completely. When you call us with a problem, we won't rest until we find a resolution – that's our promise.

PRODUCT INSTALLATION

In most cases, Menon Group products can be installed directly to customer systems from our corporate headquarters. A Menon Group technician works directly with the customer technician to install the software, a process that is typically completed within a few hours.

IMPLEMENTATION SERVICES

Menon Group provides a full complement of professional implementation services, including project management, workflow mapping, requirements definition, and application optimization, to help your organization tailor your applications to your workflow and environment.

PRODUCT EDUCATION

Once your software is installed, we conduct product education sessions via the web for selected staff. Your staff in turn educate the users who will use the product on a day-to-day basis.

PRODUCT MAINTENANCE

As Menon Group continually improves its products, it provides customers with regular software corrections and product enhancements with no additional license fees, as long as enhancements are not marketed as separate applications. Implementation services may be required, depending on the complexity of your environment. In addition, standard product maintenance includes maintaining Menon Group product compatibility with most new GE Centricity® Enterprise (CE) version releases. In cases where the underlying technology or architecture of CE changes significantly, upgrade fees may apply.

PRODUCT SUPPORT

Menon Group provides standard support for routine issues (Severity Levels 3, 4) during normal business hours, 8:30 a.m. to 5:00 p.m., Pacific Time, Monday through Friday. Support for

Customer Support

For Routine Issues

- Severity Level 3 or 4
- Send email to Support@MenonGroup.com

For Critical Production Issues

- Severity Level 1 or 2
- Send email to Support@MenonGroup.com, followed by a telephone call to 206.275.0335

critical production issues (Severity Levels 1, 2) is available 24 hours a day, 365 days a year. Customers report all issues by email to Support@MenonGroup.com. For critical production issues only, customers also call 206.275.0335 to be connected directly with a member of our support team. Please refer to the back of this sheet for additional details.

GE Healthcare provides primary support for two products developed by the Menon Group: 837 Claims Interface and Intercept DataMover.

Product Support Issue Severity and Response Times

ISSUE REPORTING	SEVERITY	RESPONSE TIME
<p>Level 1</p> <p>A system or application software problem that results in data corruption or complete system unavailability and/ or has a major adverse affect on the client's normal business activities.</p>	<p>Severity 1 issues may be reported 24 hours a day by email followed by a phone call.</p>	<p>Within one hour, Menon Group will acknowledge receipt and communicate the status of the problem. Menon Group will apply continuous effort to resolve the problem, and if the problem cannot be resolved within 48 hours, will communicate a plan for resolution.</p>
<p>Level 2</p> <p>A major function of the system is inoperable; the problem has a material adverse impact on the client's normal business activities and there is no practical work-around available.</p>	<p>Severity 2 issues may be reported 24 hours a day by email followed by a phone call.</p>	<p>Within four hours, Menon Group will acknowledge receipt and communicate the status of the problem. Menon Group will apply sustained, scheduled effort to resolve the problem and if the problem cannot be resolved within 48 hours, will communicate a plan for resolution.</p>
<p>Level 3</p> <p>Documented application functionality is incomplete or incorrect, but a practical work-around is available and there is not a material adverse impact on the client's normal business operations.</p>	<p>Severity 3 issues may be reported to Menon Group by email during regular business hours.</p>	<p>Since the issue-prioritization process is a dynamic one, the client may choose to escalate these types of issues to high priority at any time. If the client does not choose to escalate an issue, it will be queued and evaluated by Menon Group for inclusion in a future release.</p>
<p>Level 4</p> <p>Documented application functionality that is awkward or unclear but is usable, and does not have a material effect on the client's business operations.</p>	<p>Severity 4 issues may be reported to Menon Group by email during regular business hours.</p>	<p>Since the issue-prioritization process is a dynamic one, the client may choose to escalate these types of issues to high priority at any time. If the client does not choose to escalate an issue it will be queued and evaluated by Menon Group for inclusion in a future release.</p>

