



Software Maintenance and Technical Support

OneRain's software maintenance and technical support is designed to provide you with latest software enhancements and technical support for your product licenses. We offer two levels of software maintenance and technical support to meet our clients' needs—Standard and Extended 24x7. The first year of Standard support is included with your new product licenses. As an additional option, we offer Extended 24x7 that includes all the benefits of Standard support plus around-the clock critical technical support.

BENEFITS

- Complete support protection
- Access to new features, updates, enhancements and fixes
- Unlimited telephone and email support during normal business hours M-F with standard maintenance
- Access to ongoing scheduled live web-based training sessions
- Most cost-effective way to ensure you're always up-to-date
- Protects your investment: Know that your systems are current
- Predictable budget planning

Standard Software Maintenance

The initial purchase of a OneRain Software License includes the first year of standard technical support. Thereafter, on each annual anniversary, Licensees may purchase standard technical support at an annual price equaling 25% of the current software license fee. It includes both product upgrades and technical support as follows:

- **Subscription and Support:** Under our Standard Software Maintenance agreement, OneRain provides continuing subscription to and support of the most current release of the software during the annual term. Subscription and support include correcting material or substantial defects in the software or deviations from the published software specifications.
- **Telephone Consultation:** Standard Software Maintenance and Technical support also includes reasonable telephone consultation for your organization on the use of the software during OneRain's normal business hours (8 a.m. to 5 p.m. Mountain Time). OneRain strives to respond to normal support calls (or emails received) not later than one business day after receipt of the Licensee contact. Customer outages are treated with the highest priority. OneRain has no obligation to provide on-site support or remote administration of Licensee systems.

Extended 24x7 Software Maintenance

If around-the-clock support is required to meet your critical mission needs, OneRain offers coverage and assistance beyond our normal support hours, as well as Remote Diagnostic Support, Automated Monitoring and Technical Support for your data collection system. Licensees may elect to purchase Extended 24x7 Technical Support (12-month term) at the prevailing list price at any time, provided that your subscription to OneRain's Standard Software Maintenance Agreement is valid. In addition to the **Standard Technical Support** described earlier, OneRain's extended level of service includes the following:



"Extended support provides additional peace of mind for your organization's critical operations with day and night, weekend and holiday round-the-clock technical assistance."

- **24x7 Telephone Consultation.** Our Extended 24x7 Technical Support provides phone support 24 hours a day, seven days a week. OneRain provides an Extended Customer Support HOTLINE telephone number to call requesting service of the covered product. The Extended Customer Support HOTLINE operates outside of normal business hours and during statutory holidays.
- **Remote Diagnostic Support*.** OneRain maintains a staff of support personnel with two people on call at any given time. Upon any interruption of processing detected by the monitoring, OneRain sends out alarms to both the client's designated support contact and OneRain's on call staff. OneRain's staff attempt to remotely log into the client's base station(s) and begin the process of diagnosing and trying to fix the problem. We make every effort to get you operational as soon as possible. If the problem cannot be fixed remotely, OneRain works with the customer's designated support contact to solve the problem.
- **Automated Monitoring*.** OneRain sets up automated monitoring of the Licensee base station. For clients that use Conrail® Base Station, OneRain uses the alarm capabilities built into the servers to monitor their health. OneRain will monitor data feeds, check operating system processes and scan Licensee's system network for failures or irregularities, and take remedial action. For clients using DIADvisor™, OneRain monitors the DIADvisor backup feed for receipt of new data within a specified time frame, and an alarm is triggered should that feed stop sending data to OneRain's enterprise. To enable automated monitoring of DIADvisor the Licensee must use OneRain's free backup option.

**Remote Diagnostic Support and Automated Monitoring requires all OneRain on-call staff to have remote access to the client's base station.*

OneRain
The Rainfall Company

T: 303-774-2033
Toll Free: 800-758-RAIN (7246)
Email: sales@onerain.com
www.onerain.com



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Experts measuring rainfall and its consequences™