

# TRUNOVA LAUNCHPAD SUCCESS PLAN - TIER 1

## ESSENTIAL SUPPORT FOR GROWING & ACTIVE ENVIRONMENTS

### Overview

Success Plan Tier One is designed for customers who need dependable, ongoing support combined with light strategic guidance and annual system touchpoints. This plan builds on core break/fix support by adding a dedicated Customer Success Manager, annual reviews, and training - ensuring your system stays stable, understood, and continuously improving. Tier One delivers predictable support with added value for organizations that rely on their system day-to-day.

### For Clients Who Need More Than the Basics

Success Plan Tier One is ideal for customers who want a consistent relationship with TruNorth, proactive check-ins, and structured annual reviews without moving into a fully strategic or advisory engagement. Clients benefit from essential support hours plus included annual services that enhance system utilization and long-term reliability.

What's Included	What's Not Included
<p>Tier One provides 24 support hours per year that can be used for:</p> <ul style="list-style-type: none"><li>○ Break/Fix Requests</li><li>○ Troubleshooting</li><li>○ Advisory Support</li><li>○ Small Environmental Tweaks/Adjustments</li><li>○ Training or Refresher Guidance</li></ul>	<p>To keep Tier One focused on essential support, this plan does not include:</p> <ul style="list-style-type: none"><li>○ Priority or expedited SLA response times</li><li>○ Quarterly strategic planning sessions</li><li>○ Unlimited or on-demand advisory services</li></ul>
<p>In addition, at no additional cost without impacting support hours, it also includes:</p> <ul style="list-style-type: none"><li>○ Dedicated Account Executive</li><li>○ Onboarding meeting with the TruNorth team</li><li>○ Annual Utilization Report</li><li>○ Annual System &amp; Process Review with a Solution Architect</li><li>○ Annual (Re)Training &amp; New Feature Workshop</li></ul>	<h3>Pricing and Usage Information</h3> <ul style="list-style-type: none"><li>• \$600/month</li></ul> <p>Business Central Upgrade Management may be added at a discounted rate of \$250/month.</p> <p>Support hours do not roll over year to year. Once annual hours are fully consumed, additional support may require an upgraded Success Plan tier or separate service engagement.</p>
<p>Service Levels</p> <ul style="list-style-type: none"><li>○ Standard SLA response: 24 hours</li><li>○ Standard Resolution: Up to 5 business days</li></ul>	<h3>The TruNorth Way</h3> <p>All TruNorth support offerings are delivered through trusted channels including remote sessions, screen share meetings, and asynchronous ticket-based support.</p>