

TRUNOVA LAUNCHPAD SUCCESS PLAN - TIER 2

ADVANCED SUPPORT FOR OPTIMIZED & EVOLVING ENVIRONMENTS

Overview

Success Plan Tier Two is designed for customers who require deeper system oversight, more frequent optimization, and ongoing advisory support. Building on the foundation of Tier One, this plan introduces quarterly reviews, system optimization reporting, expanded training, and project-level support - ensuring your environment evolves alongside your business. Tier Two delivers proactive, structured engagement for organizations that depend heavily on their system and want to continuously improve performance and adoption.

For Clients Who Need Proactive Guidance & Optimization

Success Plan Tier Two is ideal for customers with complex or growing environments who want regular touchpoints, increased advisory access, and hands-on support for improvements and small projects. This plan provides a balance of predictable support hours and included strategic services - without moving into a fully custom engagement.

What's Included	What's Not Included
<p>Tier Two includes everything in Tier One plus 75 support hours per year that can be used for:</p> <ul style="list-style-type: none">○ Break/Fix Requests○ Troubleshooting○ Advisory Support○ Small Environmental Tweaks/Adjustments○ Training or Refresher Guidance	<p>To maintain clarity and predictability, Tier Two does not include:</p> <ul style="list-style-type: none">○ Unlimited project delivery or large-scale implementations○ Fully custom or embedded resources○ Proactive system monitoring (available as an add-on)
<p>In addition, at no additional cost without impacting support hours, it also includes:</p> <ul style="list-style-type: none">○ System Optimization Report○ Semi-Annual Utilization Report○ Quarterly System & Process Reviews with a Solutions Architect○ Quarterly (Re)Training & New Feature Workshops○ Increased advisory and consultative support○ Free Bootcamp training for one user per quarter○ Included Business Central Upgrade Management○ Access to a Project Manager (subject to usage limits)	<h3>Pricing and Usage Information</h3> <ul style="list-style-type: none">• \$2,000/month <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">○ Standard SLA response: 24 hours○ Standard Resolution: Up to 5 business days	<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>