



Risetime Managed Services OpenText Products Amazon Web Services (AWS) platform

Package Name	Basic	Business	Enterprise
Daily active monitor all OTMM servers and services for uptime and health	✓	✓	✓
Apply Quarterly Microsoft OS Patches	✓	✓	✓
Apply Quarterly Patches to MS SQL Server Database (All Microsoft patches are tested in our lab prior to deployment)	✓	✓	✓
Apply zero day vulnerability patches released by Microsoft as released	✓	✓	✓
Database Administrative tasks (i.e. index checks, monitor fragmentation of indexes, monitor transaction logs)	✓	✓	✓
Restart of server(s) as needed or when requested by customer	✓	✓	✓
Monitor backup of customer media content to Amazon Glacier	✓	✓	✓
Monitor backups and snapshots based on OpenText best practices	✓	✓	✓
Security scans and firewall monitoring/maintenance	✓	✓	✓
Monitor disk space/storage and advise customer when 80% of total storage is consumed	✓	✓	✓
Apply Quarterly Updates to the OpenText Solution (Unless immediately required, quarterly updates are applied using a “one-behind” approach)		✓	✓
Apply hot fix patches released by OpenText when required		✓	✓
Annual system and data check		✓	✓
Assist Customer Support & OpenText Support when troubleshooting issues identified by Customer		✓	✓
OTMM User Administration		✓	✓
Provide Tier 2 support to Customer Help desk to resolve issues identified by end users • Technicians available 8am – 8pm Eastern, Monday thru Friday.			✓
Open tickets and work directly with OpenText support to resolve any application issues			✓
Make system configuration changes per customer requests			✓
Perform daily system administration as requested and/or needed			✓

NOTES:

- If an update or hotfix requires a server rebuild or any changes to the existing architecture, additional charges will apply. Risetime will provide an estimate of charges and attain approval prior to performing any work.
- Cost for the “Enterprise” plan is based on similar sized solutions, user bases and architectures. If support monthly hours are significantly higher than expected, Risetime will address with Customer.
- Monthly costs do not include any costs associated with support from Amazon. Risetime and Customer will discuss what, if any, Amazon support is recommended for their solution.
- Minimum one (1) year term required.