

## Our commitment to complete client satisfaction

Traditionally, financial application software vendors don't offer guarantees. You buy their software and from then on, if there's a problem, it's your problem. But at Intacct, we do things differently. We have to earn our customers' business every month, and we've become so good at it that we can offer you the industry's strongest and most comprehensive service guarantees.

It's critical that your financial systems are up and running when you need them, so the cornerstone of our guarantee is a minimum of 99.8% availability. On average we significantly beat this commitment, achieving 99.97% uptime. This translates into less than three hours of unplanned downtime in the entire year—day or night, rain or snow, weekends and holidays.

But when you buy with confidence, you want more than guaranteed system availability. You need prompt

responses to questions, applications that work as advertised, quality service delivery, a view of what's ahead, and accurate, hassle-free billing. You need to feel confident that your financial data is protected and your financial applications will remain up and running, even if disaster strikes. And, if for whatever reason you want to move your data elsewhere, you need to be sure it won't be held hostage by your vendor.



### Intacct Buy with Confidence: The strongest client satisfaction program in the software industry

**Buy with Confidence<sup>SM</sup>** is our service-level agreement confirming our commitment to partnering in your success. It describes both the kind and the level of professional services you can expect, and how you will be compensated if we fall short. No other on-demand business software solution offers this commitment to customer satisfaction.

### Outstanding availability

Our goal is to ensure that the Intacct system is available 24 hours a day, 7 days a week, 365 days a year. To support that goal, we provide the following:

- 99.8% system availability commitment
- AvailabilityPlus<sup>SM</sup> subscription credit of 10% for each percentage point below the availability target, up to 50% of that month's subscription fees

### Disaster recovery

The Tier 1 data center running Intacct is backed up by a complete disaster recovery program with Herakles, the global leader in disaster recovery services. In the unlikely event that a disaster destroys the data center in California, rest assured that:

- Your applications will be available within 24 hours at the Herakles disaster recovery center
- No more than two hours of your data will be lost

## Immediate notification

Planning for what's ahead is critical. Intacct will notify you promptly with information on:

- Changes to system availability
- Delays in delivery of product features
- Changes in project timelines or cost

## Rapid response

If you contact our support organization, we will provide:

- Acknowledgement within four hours of your customer support request
- Resolution or update within 24 hours of your request
- Ongoing updates as needed

## Product quality

Our goal is to deliver high-quality products. If you encounter an issue with your Intacct applications, we will provide:

- A product that operates as described in our online product documentation
- A clear explanation of how issues are prioritized, and when you can expect resolution

## Professional service quality

Our professional services goal is 100% customer satisfaction. To support that goal, we provide:

- A 10% fee reduction on late or over-budget services, with no questions asked
- Available fixed-price implementation packages

## Communication excellence

We communicate regularly with our clients to ensure you are up to date on product development plans, new features, and scheduled maintenance. We deliver:

- A quarterly view of our six-month product release roadmap
- Immediate notification of delays to scheduled features with revised delivery dates
- New feature announcements on the Intacct user home page and via a quarterly email newsletter
- Scheduled maintenance notifications posted on the user home page
- Extended maintenance notifications sent 48 hours in advance via email

## You own your data

If you ever decide to leave Intacct, we will help you retrieve your data from our systems. You can also preserve your data on Intacct's systems for as long as you like, for a nominal fee.

## Intacct employee commitment

We compensate every Intacct employee on the satisfaction and success of our customers. We back our Buy with Confidence program with everything we do.

## Take the next step

Find out how Intacct best-in-class cloud financials streamline operations and provide real-time insights, boosting productivity and growth.



[www.blackriverechnologies.com](http://www.blackriverechnologies.com)



866.813.9119



[info@blackriverechnologies.com](mailto:info@blackriverechnologies.com)



**Black River Technologies Inc.**