

# Connect Migration Options



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## Connect Migration ..... Covered Under Maintenance Agreement

- » Done remote (if onsite travel/overnight will be incurred)
- » Scheduling date/time for the upgrade/training dependent upon HPN resources
- » Upgrades will be scheduled in conjunction with the customer
- » System health check done prior to scheduling of upgrade
- » Next day engineer support provided remote (if onsite travel/overnight will be incurred)
- » Roll-out of additional services/features will incur additional costs

## Hardware Replacement (if applicable) ..... Separate Quote

## Next Day Cut Over Support - Onsite ..... Time and Materials

- » Entails phone support by technical support Engineer(s)
- » Travel and/or overnight costs may be incurred

## End-User Training Class - Computer Based ..... FREE

## End-User Training Class - Remote ..... \$270

- » Instructor Lead End-User Training
- » Up to 20 users per training session
- » Training will occur during the daytime hours
- » Maximum of 3 classes per day

## End-User Training Class - Onsite ..... \$270

- » Instructor Lead Train the Trainer Training
- » Up to 20 users per training session
- » Training will occur during the daytime hours
- » Maximum of 3 classes per day
- » Travel and/or overnight costs will be incurred

## Director Admin Training Class - Remote ..... \$270

- » Remote Engineer 1 on 1 Training
- » Up to 3 hours for training

## Travel ..... \$90/hr

- » Per person

## Overnight ..... \$250/night

- » Covers hotel and meals