



KnowledgeBlue LLC
 3007 South West Temple #L
 Salt Lake City, UT 84121
 p: 1-800-606-3545 f: 1-800-777-7777
www.knowledgeblue.com

Date Last Revision: June 01, 2005

Description openBLUE Services	ASP Hosted	Managed Service	Client Hosted & Supported
Service Description	We host and support the entire solution in our world-class data center.	We provide the application software running on your hardware / software. We provide the technical support. Option: We provide you a pre-configured, high-performance server.	We provide the application software running on your hardware / software. You provide the technical support Option: We provide you a pre-configured, high-performance server.
Operational Management	Centrally, managed by us	Remotely, managed by us	Locally, managed by you
Cost	Monthly Subscription Service	Monthly Subscription Service and/or Support On Demand	- Optional annual maintenance service - Oracle license fee
Pricing			
Pricing Options	No Annual Fee Starts at \$249/mo. Includes 3 Users, each additional user is \$75/month	Annual \$1,495 fee Maintenance Fee Starts at \$199/mo depending on Services required	Annual \$1,495 Maintenance fee Oracle License Fee \$599 per 5 Users
Annual Maintenance Plan (New features and fault fixes)	Included	Included on CD	Included on CD
Hardware Costs	Included	\$2-\$5,000 depending on configuration. We can provide high-performance server or use one of yours.	--
Oracle Database License Fee	Included	Discounted	Discounted
Can Access Oracle Database Externally	Included	Optional	Optional Cost
Application Extensions	Included	Optional	Optional Cost
Application Best Practices	Included	Included	Optional Cost
Base Installation / Configuration	Included	\$599.00	\$399
Application Upgrades Installed	Included	\$399.00	Pay On Demand
Support Services			
Online Support Cases	3 per month	3 per month	Pay On Demand
Phone	1 incident per quarter	Pay On Demand	Pay On Demand
Retainer Services Available	Yes	Yes	Yes



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Physical Security / Infrastructure			
Secured Access (Manned Security Guard)	Included	Managed by Client	Managed by Client
Biometric Access (Hand Scanners)	Included	Managed by Client	Managed by Client
24 x 7 closed-circuit cameras	Included	Managed by Client	Managed by Client
Advanced fire and smoke suppression	Included	Managed by Client	Managed by Client
HVAC system redundancy (N+1)	Included	Managed by Client	Managed by Client
Uninterruptible Power Supply (Instantaneous)	Included	Managed by Client	Managed by Client
On-site diesel generators	Included	Managed by Client	Managed by Client
Multiple network access points (data and voice)	Included	Managed by Client	Managed by Client
Technology Security Systems			
Virus Protection	Included	Optional	Managed by Client
Managed Firewalls	Included	Optional	Managed by Client
Intrusion prevention system (IPS)	Included	Optional	Managed by Client
Intrusion detection system (IDS)	Included	Optional	Managed by Client
Proactive critical patching	Included	Optional	Managed by Client
Regular External 3 rd party security audits	Included	Optional	Managed by Client
PCI Data Security Standard Compliancy	Included	Optional	Managed by Client
Monitoring Systems			
Proactive response to monitoring down events	Included	Optional	Managed by Client
Port and network device monitoring	Included	Optional	Managed by Client
Hardware monitoring	Included	Optional	Managed by Client
Application monitoring	Included	Optional	Managed by Client
Database Monitoring	Included	Optional	Managed by Client
Email / pager alerts	Included	Optional	Managed by Client
Backup and Data Management Systems			
Hardware redundancy (RAID)	Included	Optional	Managed by Client
Scalable disk storage	Included	Optional	Managed by Client
Centralized managed backups	Included	Included	Managed by Client
Backup integrity verification	Included	Included	Managed by Client
Backup stored offsite in a disaster recovery facility	Included	Optional	Managed by Client
Data backup to your location	Optional	Optional	Managed by Client
Implementation Services			
Installation (Operating System & Latest Patches)	Included	Optional	Optional
Installation (Application and Oracle Database)	Included	Optional	Optional
Systems Provisioning of Account and Q/A	Included	Optional	Optional
Professional Jump Start Package			
	Price varies based on scope	Price varies based on scope	Price varies based on scope
Phase I: System Set-up & Configuration	Optional	Optional	Optional
Phase II: Data Conversion	Optional	Optional	Optional
Phase III: Business Process Walk-through / Basic Training	Optional	Optional	Optional
Phase IV: Solution Customizations	Optional	Optional	Optional
Phase V: User Acceptance Testing	Optional	Optional	Optional



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Support Services Packages	Bronze	Silver	Gold
Pricing (Must be Paid Annual in Advance)	Included in ASP or \$99/month	\$249 per month	\$499 per month
Online Support Requests	3	6	10
Phone Support	1 incident per quarter	1 incident per month	4 incidents per month
Private, Dedicated 1-800 Assigned Number	No	No	Yes
Online Web Chat	No	No	Yes
Call Me Back Now Service	No	No	Yes
Access to online community board	Yes	Yes	Yes
Access to Quarterly Documentation Updates	No	Yes	Yes
KnowledgeBlue also offers 6 and 12 month retainer services in which you commit to a certain number of hours each month at a reduced rate. The more hours you commit to, the higher rate discount you receive.	Standard Retainer Schedule	10% off Standard Retainer Schedule	15% off Standard Retainer Schedule