

TRUNORTH SUCCESS PLAN - TIER 1

ESSENTIAL SUPPORT FOR GROWING & ACTIVE ENVIRONMENTS

Overview

Success Plan Tier One is designed for customers who need dependable, ongoing support combined with light strategic guidance and annual system touchpoints. This plan builds on core break/fix support by adding a dedicated Customer Success Manager, annual reviews, and training - ensuring your system stays stable, understood, and continuously improving. Tier One delivers predictable support with added value for organizations that rely on their system day-to-day.

For Clients Who Need More Than the Basics

Success Plan Tier One is ideal for customers who want a consistent relationship with TruNorth, proactive check-ins, and structured annual reviews without moving into a fully strategic or advisory engagement. Clients benefit from essential support hours plus included annual services that enhance system utilization and long-term reliability.

What's Included	What's Not Included
<p>Tier One provides 24 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>In addition, at no additional cost without impacting support hours, it also includes:</p> <ul style="list-style-type: none">○ Dedicated Account Executive○ Onboarding meeting with the TruNorth team○ Annual Utilization Report○ Annual System & Process Review with a Solution Architect○ Annual (Re)Training & New Feature Workshop <p>Service Levels</p> <ul style="list-style-type: none">○ Standard SLA response: 24 hours○ Standard Resolution: Up to 5 business days	<p>To keep Tier One focused on essential support, this plan does not include:</p> <ul style="list-style-type: none">○ Priority or expedited SLA response times○ Quarterly strategic planning sessions○ Unlimited or on-demand advisory services <h3>Pricing and Usage Information</h3> <ul style="list-style-type: none">• \$600/month <p>Business Central Upgrade Management may be added at a discounted rate of \$250/month.</p> <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> <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>