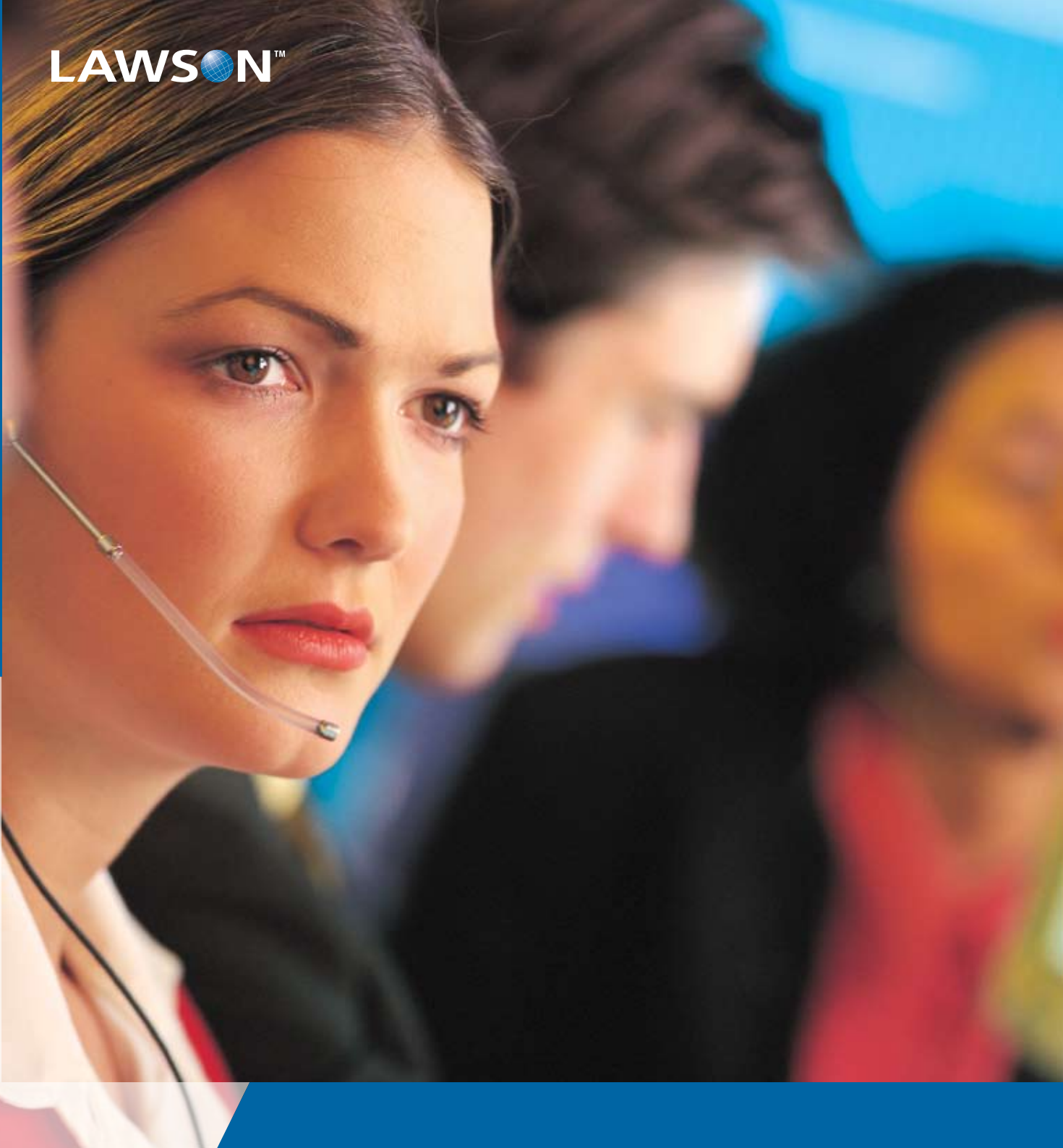




LAWSON™



# Lawson Total Care

All the Support You Need



Whatever your support needs are — from basic to the most demanding — Lawson Total Care has you covered before your software is even delivered.

You see, our Total Care philosophy is simple: we focus on caring for your software, so you can focus on caring for your business. And we share the same goal — we both want you to get the most value possible from Lawson software.

By giving you options that align with your cost structure and existing in-house expertise, you can select the perfect balance for supporting and maintaining your Lawson software. So, whatever level of Total Care you choose — Bronze, Silver, Gold or Platinum — we pledge easy access to our global know-how and cost-effective personal support that matches your business needs.

## The Choice is Yours

Of course, you want the company that provides your software committed to meeting your maintenance and support needs. And no one knows Lawson software better than Lawson. Our expertise in supporting, servicing and maintaining our products is simply unmatched.

Most importantly, we recognize that not all customers' support needs are equal. That's why we structured multi-level Lawson Total Care to offer choices that fit your organization's evolving needs. Based on customer input, Lawson Total Care was designed to give you the maintenance and support options you need and want, at an affordable price-point.

Why should you buy what you don't need? Our sentiment exactly. That's why Lawson Total Care is all about choosing the option that best aligns with your cost structure and in-house expertise — the one that makes the most sense for your business.



## Lawson Total Care — Support

We'll focus on the software. You focus on the business. We can do a lot or a little depending on how you want to run your business. In our basic support levels — Total Care Bronze and Silver — you take more responsibility.

### Lawson Total Care Bronze – Base Maintenance

If your own experienced IT professionals already provide a wide range of support to your users, and your focus is on keeping your software up-to-date, then Total Care Bronze is the most economical option to meet your needs. With this basic maintenance, you tap into the innovative power of our global R&D team, and get the necessary support to resolve product-related issues.

#### Total Care Bronze includes:

- Upgrades of licensed products to new releases
- Statutory and regulatory updates and fix packs
- Product defect corrections
- 24 x 7 access to Lawson Self-Service Support Infrastructure
- Access to Lawson Support staff
- KPI reporting

Partnering with your internal help desk, Lawson Support empowers your IT professionals to quickly resolve problems that your users may encounter, and ensures that all product-related issues are resolved in a timely manner. The Lawson Self-Service Support Infrastructure provides your team with access to the very same information that our Lawson specialists depend on and update every day.

### Lawson Total Care Silver – Enhanced Support

Organizations that require a higher level of responsiveness and personal care will want timely, consistent global access to Lawson software support experts. Total Care Silver provides peace of mind as you rely on Lawson Support consultants to understand your application and resolve your software issues quickly.

#### Total Care Silver includes Total Care Bronze, and more:

- Limited non-warranty support (help with “how-to” questions)
- 24 x 7 Emergency Support\* for critical issues
- Priority case queuing for faster responses
- Client Partnership Executive (where applicable)
- Annual System Performance Assessment

*\* 24 x 7 Emergency Support to North American Lawson customers using our services industry specific (S3) software applications is included as part of Total Care Bronze.*

## Lawson Total Care — Managed Services

In Total Care Gold, we manage your applications and extensions for you. In Total Care Platinum, we host your applications remotely and offer them to you on-demand. It's your choice.

### Lawson Total Care Gold – Application Management

Organizations with internal IT support constraints can select Total Care Gold for managing their Lawson software environment. Total Care Gold can save more than 30 percent over increasing internal staffing, making it particularly attractive for customers who have made the strategic decision to outsource specific software maintenance activities.

Total Care Gold includes Service Level Agreement (SLA) -based managed services such as:

- Installation of corrections and fix packs
- Support for and maintenance of custom modifications
- Change, issue, and problem management
- Administration of software installations
- Performance tuning, database administration and system maintenance
- 24 x 7 dedicated Lawson Support desk

### Lawson Total Care Platinum – Managed Hosting

Ideal for customers who desire a committed and complete relationship with Lawson throughout the lifecycle of their applications, Total Care Platinum is backed by industry-leading, contractual SLA commitments. It offers simplified support and maintenance — including full hosting and application management services.

Total Care Platinum includes SLA-based managed services, such as:

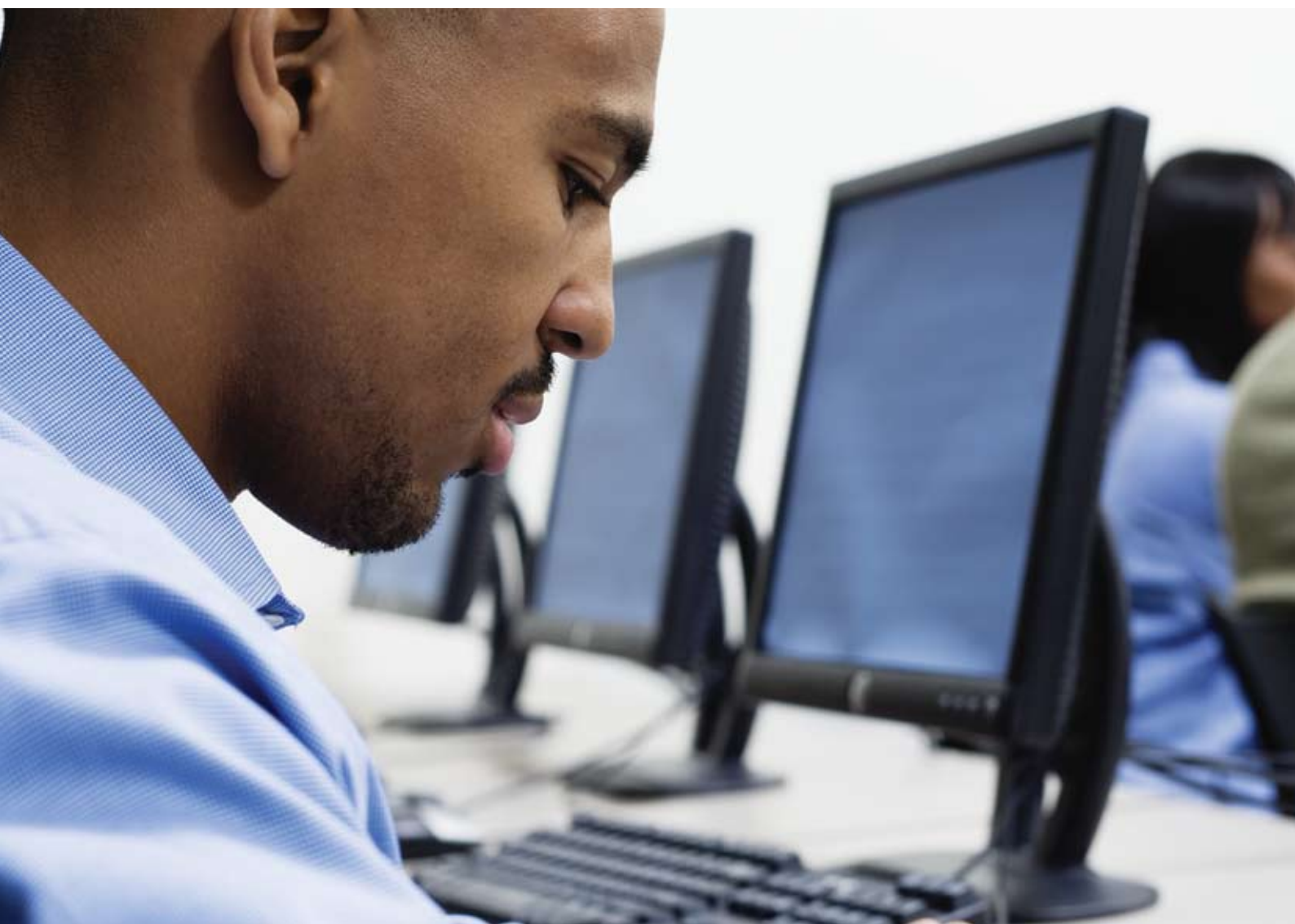
- Data replication
- 24 x 7 critical incident support
- Hardware/operating system/network administration, monitoring, and management
- Nightly and weekly backups with offsite storage
- Lawson Security administration
- Database administration
- Production support
- Performance tuning

## **Simpler Is Better**

Lawson Total Care helps reduce the complexity and the cost of maintaining your Lawson applications while protecting your investment long-term. Lawson staff in eleven Regional Support Centers and nine Product Support Centers around the world provide the most cost-effective and timely access to Lawson software expertise — not to mention the knowledge gained from thousands of Lawson implementations. It's one of the simplest ways to lower your total cost of ownership.

## **Total Care: Get the Support You Need Now**

For more information about Lawson Total Care, contact your Lawson Account Executive or Renewal Manager, or visit [www.lawson.com](http://www.lawson.com).



## Lawson Total Care Options

	Support		Managed Services	
	Total Care Bronze Base Maintenance	Total Care Silver Enhanced Support	Total Care Gold Application Management	Total Care Platinum Managed Hosting
• Upgrades, updates and corrections	X	X	X	X
• 24 x 7 access to Lawson Self-Service Support Infrastructure	X	X	X	X
• Access to Lawson Support staff	X	X	X	X
• KPI reporting	X	X	X	X
• Limited non-warranty support (help with "how-to" questions)		X	X	X
• 24 x 7 Emergency Support for critical issues*		X	X	X
• Priority case queuing for faster responses		X	X	X
• Annual System Performance Assessment		X	O	O
• Client Partnership Executive (where applicable)		X		
<b>• SLA-based managed services, such as:</b> Service Delivery Manager 24 x 7 dedicated Lawson Support desk Installations of corrections and fix packs Support for and maintenance of custom modifications Lawson product, database, and security administration Development of new customizations Production support Change, issue, and problem management Upgrade planning and execution Lawson performance tuning Health Check (Business Process Assessment) Weekend Pager Additional non-warranty support hours Custom Programming			X X X X X X X X X X O O O O O O	X X X O X X X X O X O N/A O O
<b>• Application Hosting and Infrastructure services, such as:</b> Operating system administration, monitoring, and management Network administration, monitoring, and management Nightly and weekly backups with offsite storage Shared SAN disk Data replication Lawson Security administration Database administration Production support High-availability support Disaster recovery, planning, and strategy System performance assessments Modification retrofitting for application patches				X X X X X X X X O O O O

X = Included O = Optional

\* 24 x 7 Emergency Support to North American Lawson customers using our services industry specific (S3) software applications is included as part of Total Care Bronze.

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