



Remote Assistance Program

Concensus Consulting is pleased to offer a low cost alternative to on-site Consulting Services through our “**Remote Assistance Program**”. The Remote Assistance Program is available for most Novell products including but not limited to:

- Novell Identity Manager (Including DirXML 1.x)
- Novell Storage Manager (formerly File System Factory)
- eDirectory (all versions)
- iManager
- Novell Audit
- Others available upon request

The Remote Assistance Program is purchased in blocks of time (1 Block = 20 hours). Blocks are good for a period of 6 months.

Number of Blocks	Cost
1 (20 Hours)	\$2,995.00
2 (40 Hours)	\$5,795.00
3 (60 Hours)	\$8,395.00
4 (80 Hours)	\$9,995.00

Benefits include faster development and deployment of new products and services from knowledgeable subject matter experts with no travel costs.

Typical uses of hours include:

- Identity Manager Policy Creation and Modifications
- Identity Manager Updates and Changes
- Development/Deployment of Additional Identity Manager Integration Modules to Existing Environments
- eDirectory Health Checks, Custom Schema Design, and eDirectory Design
- Novell Storage Manager (formerly File System Factory) Deployment/Customization and Policy Creation/Modification

**Concensus Consulting experts are ready to help you
*Save Time and Money today!***

Scope and Deliverables

- Customer must provide a remote access method to their network in cases where remote access is necessary.
- Customer payment must be received before hours are available for use (Credit Card payments are accepted).
- Customers must schedule remote access and provide a list of tasks to be performed.
- A minimum of 15 minutes will be charged for each phone call or connection made.
- After hours work will consume hours at a 1.5 times rate.
- Concensus Consulting will provide a monthly statement via email of the used time and time remaining.
- All purchased blocks must be used within a 6 month time frame.

Exclusions:

- Any onsite work requirement would require a separate statement of work.
- This contract does not include support incidents for products. Should support be required the customer must open a support incident with the software manufacturer and assume all costs.