



Your Success Drives Everything

MORE THAN SOFTWARE, A COMMUNITY

When you choose AcctTwo, you join a community - a community of other customers, AcctTwo employees, and partners. **As the “curator” of the community, AcctTwo works hard to bring the skills and experience of each community member, internal and external, to the forefront** - through introductions, education, consultation, and general help. The idea is that through a strong community each person using Sage Intacct will receive unwavering support.

A FOCUS ON INDIVIDUAL SUCCESS

The success of each person using our Sage Intacct-based accounting solutions - from staff accountants to controllers to CFOs and requisitioners, sales executives, and management, drives everything we do at AcctTwo. We have learned that this success ultimately is measured by each person's continuous improvements in productivity and the **ability to deliver real-time decision support to key stakeholders**.

At AcctTwo, we take a number of steps to help ensure this success during each person's journey with us:

1. Implementing a well-designed solution
2. Providing end users with access to training resources, both through Sage Intacct and AcctTwo
3. Offering help to each end user - from entering the first transaction to meeting changing of job responsibilities

UNLIMITED HELP

After implementing Sage Intacct for more than 1,000 organizations, we have learned, firsthand, that in order to realize the expected payback from Sage Intacct, each user needs help at different points along the way. We have made sure these questions can be answered for every registered user of Sage Intacct through our Unlimited Help Plans - questions about current configurations, reporting, data integrity, functionality, and many others. With an Unlimited Help Plan, you have the confidence of knowing a reliable expert is ready to assist you.

| | INCLUDED | \$2,400/YR | \$4,800/YR | \$9,600/YR |
|--|-----------|------------|------------------------|--------------------------|
| ACCTTWO HELP PACKAGES | ESSENTIAL | BASIC | ENHANCED | ENTERPRISE |
| Case management of product outages and defects and escalation with Sage Intacct engineering as needed | ✓* | ✓ | ✓ | ✓ |
| Troubleshooting Sage Intacct configurations | | ✓ | ✓ | ✓ |
| Providing feedback and/or workarounds for Sage Intacct errors and issues | | ✓ | ✓ | ✓ |
| Answers to generic or specific Sage Intacct questions that can be answered without additional training | | ✓ | ✓ | ✓ |
| Invitation to exclusive AcctTwo product webinars | | ✓ | ✓ | ✓ |
| Assistance with troubleshooting reports/data | | | ✓ | ✓ |
| Touchpoints with a dedicated customer success manager | Annual | Annual | Quarterly | Unlimited |
| Free 3-month trial of the AcctTwo Allocations module | | | ✓ | ✓ |
| Discount off an annual Sage Intacct Business Success Review | | | \$1,000 Discount | \$2,500 Discount |
| Free Sage Intacct Advantage Pass | | | 1 Pass (\$1,600 Value) | 2 Passes (\$3,200 Value) |
| Automatic prioritization of support cases | | | | ✓ |
| Access to extended hours support | | | | ✓ |

*The Essential Help Package is not intended to answer questions from users regarding the use of the product.

ABOUT ACCTTWO

AcctTwo is focused on delivering the future of finance and accounting to our customers. AcctTwo has three main solutions – Cloud-based Accounting Software, Managed Accounting Services, and Software Development, all built around Sage Intacct's best-in-class financial applications. Our dedicated team of over 100 people has helped more than 1,000 organizations optimize finance and accounting through software implementations, accounting outsourcing, and consulting. AcctTwo has been recognized by Sage Intacct as its Partner of the Year from 2014 – 2019 and by our customers as a leader in overall satisfaction and popularity through their reviews on G2. For more information, please visit www.accttwo.com or call 713-744-8400.