

Your Partner in Optimizing Solution Success

Comprehensive Support

When you license a Revitas solution, you benefit from the full scope of our product development lifecycle as well as the deep experience and skills of our technical account managers along with the rest of the customer support team.

You receive:

- Major product enhancements and technology releases
- Customer Support
- Minor releases, service packs, critical hotfixes
- Regulatory updates
- Upgrade scripts
- Certification with relevant new third party products/versions

Our Support policy for specific versions of Revitas software¹ is as follows:

Major / Minor version (ex: 7.10)

Revitas provides Maintenance and Support for all versions of the current release and preceding release of our software, or all versions of the current release of our software for four (4) years from its release date, whichever is longer.

Feature Release version (ex: 7.10.1)

Revitas will provide service packs and hot fixes for the latest feature release, and hot fixes only for the two prior feature releases assuming that the customer is on the latest service pack of the prior feature releases.

Service Pack version (ex: 7.10.0.1)

Revitas will provide hot fixes for the latest released service pack and to one prior version.

Extended Support for Revitas Flex Applications

When your business needs customer support for a specific release version of Revitas software beyond the support policy window, Revitas offers an Extended Support program. Extended Support provides additional flexibility and security for your Revitas implementation, allowing you to preserve your investment.

- **Two years extended support**
 - Up to two years of extended support for a Revitas software release beyond the current version support policy end of life date
- **Updates by specific version**
 - Patch releases and maintenance releases
 - Regulatory updates
- **Investment preservation**
 - Help protect and preserve your investment
 - Ensure business continuity
 - Obtain a complementary consultation on a transition strategy to the latest Revitas platform or application version
- **Flexibility**
 - You can choose when and how to upgrade
 - Revitas partnership
- **Fee Premiums²**
 - 1st year – 25% premium
 - 2nd year – 50% premium



Extended Support for iMANY Classic CARS, Medicaid, and GP

When your business needs customer support for a specific release version of Revitas software beyond the support policy window, Revitas offers an Extended Support program. Extended Support provides additional flexibility and security for your Revitas implementation, allowing you to preserve your investment.

- **Two years extended support**
 - Up to two years of extended support beyond June 30, 2015
 - As of June 30, 2017, all maintenance and support activities for these Classic products will end
- **Services provided**
 - Critical bug fixes (note: Enhancements including regulatory updates are not included in extended support)³
 - Q&A, issue triage and analysis
 - Free consultation on transition strategy to the latest Revitas platform or version
- **Latest version is required** (note: these are the only versions that Revitas is now maintaining)
 - CARS - 3.14
 - Medicaid - 8.6
 - GP - 3.5.3
- **Flexibility**
 - You can choose when and how to upgrade
 - Revitas partnership
- **Fee Premiums⁴**
 - 1st year – 50% premium
 - 2nd year – 50% premium on prior year rate

Inactive System Support

For customers who need to maintain a read-only version of their Revitas system for the purposes of preserving access to historical data, Revitas offers Inactive System Support. Revitas defines an inactive system as a static environment that is no longer used for transaction processing, with the exception of generating restatements in the Government Pricing system. Inactive System Support provides a level of confidence to our customers who require access to their historical data knowing that Revitas is ready to assist with support if needed.

- **Inactive System Support services include⁵:**
 - Non-production instances only
 - Business hours support via web, email, and phone
 - Level one and level two functional and technical analysis
 - Maximum 4 issues reported per year per system (additional issue work is billable)
 - 24x7 access to online Revitas knowledge base
- **CARS and Medicaid Classic only**
 - Available to Revitas customers who have an active license to Revitas Revenue Manager and/or Revitas Medicaid Rebates
 - Pricing: Revitas will reduce that customer's current M&S rate by 50% for Inactive System Support
- **For GP Classic only**
 - Available to Revitas customers who have an active license to Flex GP
 - Includes all inactive system support as show above, plus...
 - Tech stack updates for 10 years
 - Critical fixes (no regulatory updates)
 - Revitas may give 24 months notice to discontinue this offering
 - Pricing: There is no additional fee for GP Classic Inactive System Support

³ Exceptions may be made for regulatory enhancements for customers who have a signed SOW in place to upgrade to the Flex platform for the module that is affected by the regulatory change. ⁴ Pricing for extended support is subject to change. ⁵ Note that Inactive System Support does not include new releases of Revitas software, except for GP critical fixes.

Revitas powered by Flex Applications Releases

Release	GA Date	Comprehensive Support Ends	Extended Support Ends
Contract Manager v.6.1 - v.6.5	6/30/08 - 12/19/08	12/31/2011	12/31/2013
Contract Manager v.7.0	5/21/2010	6/30/2013	6/30/2015
Contract Manager v.7.1	8/15/2010	6/30/2013	6/30/2015
Contract Manager v.7.5	12/21/2010	12/31/2013	12/31/2015
Contract Manager v.7.6	4/6/2012	4/6/2016	3/31/2017*
Contract Manager v.7.7	3/15/2013	3/15/2017	N/A*
Contract Manager v.7.9	12/29/2013	12/29/2017	12/29/2019
Contract Manager v.7.10	10/17/2014	12/31/2019	12/31/2021

Release	GA Date	Comprehensive Support Ends	Extended Support Ends
Revenue Manager v.5.2 - v.6.5	10/15/07 - 12/31/08	12/31/2011	12/31/2013
Revenue Manager v.7.0	4/30/2010	6/30/2013	6/30/2015
Revenue Manager v.7.1	9/3/2010	6/30/2013	6/30/2015
Revenue Manager v.7.2	11/5/2010	6/30/2013	6/30/2015
Revenue Manager v.7.5	12/21/2010	12/31/2013	12/31/2015
Revenue Manager v.7.6	4/6/2012	4/6/2016	3/31/2017*
Revenue Manager v.7.7	1/3/2013	1/3/2017	N/A*
Revenue Manager v.7.8	10/15/2013	10/15/2017	10/15/2018*
Revenue Manager v.7.9	12/29/2013	12/29/2017	12/29/2019
Revenue Manager v.7.10	10/17/2014	12/31/2019	12/31/2021

Release	GA Date	Comprehensive Support Ends	Extended Support Ends
Revenue Manager BI v.7.0	3/31/2009	12/31/2012	12/31/2014
Revenue Manager BI v.7.5	12/21/2010	12/31/2013	12/31/2015
Revenue Manager BI v.7.6	4/6/2012	4/6/2016	3/31/2017*
Revenue Manager BI v.7.7	10/10/2012	10/10/2016	N/A*
Revenue Manager BI v.7.9	12/29/2013	12/29/2017	12/29/2019
Revenue Manager BI v.7.10	10/17/2014	12/31/2019	12/31/2021

Release	GA Date	Comprehensive Support Ends	Extended Support Ends
GP v.7.0	5/21/2010	6/30/2013	6/30/2015
GP v.7.5	12/21/2010	12/31/2013	12/31/2015
GP v.7.6	4/6/2012	4/6/2016	3/31/2017*
GP v.7.10	6/30/2015	12/31/2019	12/31/2021

Release	GA Date	Comprehensive Support Ends	Extended Support Ends
GP BI v.7.6	4/6/2012	4/6/2016	3/31/2017*
GP BI v.7.7	10/10/2012	10/10/2016	N/A*
GP BI v.7.9	12/29/2013	12/29/2017	12/29/2019
GP BI v.7.10	6/30/2015	12/31/2019	12/31/2021

* Updated effective 4/28/15 at the Spring Product Council event.

Release	GA Date	Comprehensive Support Ends	Extended Support Ends
Medicaid Rebates v.7.0	4/30/2010	6/30/2013	6/30/2015
Medicaid Rebates v.7.5	12/21/2010	12/31/2013	12/31/2015
Medicaid Rebates v.7.6	4/6/2012	4/6/2016	3/31/2017*
Medicaid Rebates v.7.7	1/3/2013	1/3/2017	N/A*
Medicaid Rebates v.7.8	10/15/2013	10/15/2017	10/15/2018*
Medicaid Rebates v.7.9	12/29/2013	12/29/2017	12/29/2019
Medicaid Rebates v.7.10	10/17/2014	12/31/2019	12/31/2021

Release	GA Date	Comprehensive Support Ends	Extended Support Ends
Medicaid Rebates BI v.7.6	4/6/2012	4/6/2016	3/31/2017*
Medicaid Rebates BI v.7.7	10/10/2012	10/10/2016	N/A*
Medicaid Rebates BI v.7.9	12/29/2013	12/29/2017	12/29/2019
Medicaid Rebates BI v.7.10	10/17/2014	12/31/2019	12/31/2021

Release	GA Date	Comprehensive Support Ends	Extended Support Ends
Validata v.6.5	12/19/2008	10/13/2011	10/13/2013
Validata v.7.0	1/31/2010	6/30/2012	6/30/2014
Validata v.7.5	12/17/2010	12/31/2013	12/31/2015
Validata v.7.6	4/6/2012	4/6/2016	3/31/2017*
Validata v.7.9	tbd	tbd	tbd
Validata v.7.10	10/17/2014	12/31/2019	12/31/2021

Classic Applications Releases

Release	GA Date	Comprehensive Support Ends	Extended Support Ends
CARS v.3.11	4/1/2005	no longer available	unavailable
CARS v.3.12.x	4/14/2006	no longer available	unavailable
CARS v.3.13.x	3/24/2008	no longer available	unavailable
CARS v.3.14.x	4/30/2012	6/30/2015	6/30/2017

Release	GA Date	Comprehensive Support Ends	Extended Support Ends
GP v.3.5.1.8	9/26/2006	no longer available	unavailable
GP v.3.5.1.9 and v.3.5.2.0	7/31/07 & 8/31/07	no longer available	unavailable
GP v.3.5.3.x	4/15/2008	6/30/2015	6/30/2017

Release	GA Date	Comprehensive Support Ends	Extended Support Ends
Medicaid v.8.4	12/23/2005	no longer available	unavailable
Medicaid v.8.4.2	2/9/2007	no longer available	unavailable
Medicaid v.8.5.x	4/1/2008	no longer available	unavailable
Medicaid v.8.6.x	10/10/2012	6/30/2015	7/20/2016
Medicaid v.8.7.x	7/20/2015	unavailable	6/30/2017

Revitas helps organizations accelerate revenue through diverse, multi-level sales channels by delivering enterprise-class solutions that tailor channel and contract management to the needs of the business.