Manhattan Associates’ Customer Support and Software Enhancements Program

Manhattan Associates offers a comprehensive maintenance program, including a proven upgrade program, which enables our clients to lower their total cost of ownership. Clients participate in this program by signing a Customer Support and Software Enhancements Agreement and paying an annual renewal fee based on license fees. More than 90% of Manhattan Associates’ customers remain current on maintenance, illustrating the consistently high levels of customer satisfaction we deliver.

- **Software Version Updates/Enhancements.** Customers are entitled to all updates/enhancements to the latest version of the software applications licensed in the Software License Agreement without additional license fees. All associated implementation consulting/programming support requested by the customer will be billed on a time and expenses basis at then-current rates.

- **Support for Warranted Products.** Customers receive support for all issues directly related to the warranted (base) software applications licensed in the customer’s Software License Agreement.

- **Modification Defect Support.** Modifications, interfaces and extensions to the licensed product are supported. Some conditions apply.

- **Product Documentation.** Advanced Information Manager (AIM) for the customer’s licensed products is provided at no charge.

- **Annual One-Day On-Site Visit.** Manhattan Associates will send a Customer Support Consultant on-site to conduct a one-day (8-hour) system efficiency audit, provide training, or discuss future business requirements. The customer is responsible for the consultant’s out-of-pocket expenses.

**MISSION**

The mission of Manhattan Associates’ Customer Support Organization is to provide courteous, efficient and effective service to our customers while helping them master the opportunities presented by our software.

We recognize that our strength is comprised of two parts—our product and our service. Neither can provide full satisfaction without the other. We strive to satisfy our customers by highlighting a product that exceeds their expectations with service that does the same.

Manhattan Associates has more than 85% of our workforce focused on our customers—whether in R&D, account management or professional services organizations, which manage implementations and support.
• **Access to Client Extranet.** MA Gateway provides customers with access to detailed Manhattan Associates software information; the ability to submit, update and review Manhattan Associates Customer Support cases; and request upgrades, license keys and transportation rates. Customers can also update their contact information, download transportation rates and client/product specific files, and complete customer satisfaction surveys.

• **Educational Services Class Discount.** All Manhattan Associates scheduled public training classes are available at a 10% discount on then current published tuition rates.

• **Retail Compliance Updates.** Updates for the currently supported versions of software are made available per Manhattan Associates’ Top 100 Retail Compliance Guarantee. This guarantee, as well as information regarding Retail Compliance initiatives, is available on Manhattan Associates’ client extranet (MA Gateway).

• **Estimates Provided for Simple Projects or Modifications.** Time spent on estimates under one hour is free of charge; anytime required over one hour is billed at Manhattan Associates’ current rates. These are rough, non-binding estimates that will be updated, if necessary, once the design is complete.

• **Account Manager.** A focused resource team responsible for understanding and supporting the customer’s business requirements, objectives and strategic development plans is available.

• **Support Consultant.** After the customer has implemented the licensed product and officially transitioned to support, a technical consultant is assigned. This consultant becomes familiar with the customer’s system design and specific extensions allowing Manhattan Associates to provide the most effective support in the future.

• **Receive Current Hourly Billing Rates with No Additional Premium.**

• **Receive Carrier Rates at Current Costs with No Additional Premium.**

**Service Offerings**

Manhattan Associates’ Professional Services Organization and Customer Support Organization help bring maximum supply chain efficiency to our clients’ operations and offer services every step of the way—from sales to implementation and beyond. This is part of our commitment to building a long-term partnership with each of our clients.

**Manhattan RPM™: Results-driven Performance Methodology** is the process Manhattan Associates uses to deliver Manhattan Associates software and related services to our customers. With a team of professionals around the world offering extensive industry, technology and implementation experience, the Manhattan RPM team (Professional Services Organization) completes over 250 new installations and upgrades
annually. This proprietary methodology is built on teamwork, structured client involvement, and the use of discrete, linear stages with concrete deliverables scheduled throughout a project. Each stage has clearly defined goals, roles and responsibilities for both Manhattan Associates’ and the client’s project teams. In 2010, Manhattan completed 310 deployments—that’s one go-live every 28 hours. Manhattan RPM is a key factor in our ability to complete such a large number of installations successfully.

**Manhattan MET™**: Method-based Education & Training is a flexible, hands-on training program designed to accelerate adoption across the organization. The Manhattan MET approach incorporates proven methodologies for software implementation, process development, daily operational procedures and change management strategies. This method-based approach can be customized to your specific business processes to help you achieve rapid results and gain long-term value. Our Educational Services Organization (ESO) offers regular Manhattan MET courses on recent releases of the software. ESO has expert instructors who have experience in implementing our solutions and supply chain processes, have extensive knowledge of our products, and are skilled in professional presentation and communication. With MET FastTrack, our computer-based training tool, customers can create demos, practice screens, testing material, production documents, quick reference guides and training materials—all based on their processes and terminology.

**Manhattan OneSource™**: Manhattan OneSource provides a single point of contact for all your supply chain hardware and software needs. With OneSource you can achieve the lowest cost of ownership and optimal performance by working with proven technologies that support your investment. Our advisors help you define your needs and identify, design, source and implement the best technologies for your situation. Leverage our experience and education through our recommended solutions to minimize integration risks with your hardware infrastructure—saving you the time and expense of guessing, tweaking, reconfiguring or starting over. An advisor will work one-on-one with you to correctly size and configure the hardware required for distribution operations. The advisor will continue to work with you during implementation and afterward.

“FastTrack is smart on so many levels. It’s easy to train the trainers and the integration with all our other systems and applications is seamless.”  
adidas
Global Support with 24/7 Staff: Clients may contact Manhattan Associates Customer Support at any time and receive help from a Manhattan Associates professional. We have approximately 300 employees dedicated to supporting your ongoing use of the solution who can be reached via the client extranet, email or toll free number. Clients normally work with their local Manhattan Associates office during local work hours and receive support after hours from our Global support team. We constantly monitor our customer support response times to ensure that we are providing the best possible service in an efficient and timely manner. We do not consider an issue resolved until you tell us it is.

Remote Access: If needed, Manhattan Associates’ support team can remotely access your system (with appropriate security measures) to assist in real-time research and perform diagnostics.

Online Assistance: We offer system documentation through a comprehensive, web-based tool called Advanced Information Manager (AIM). Provided with each release of software, AIM includes extensive technical and functional information on our products and contains information for all types of users and system administrators, from option level help to technical system documentation. AIM is provided for all licensed products and is typically placed on a client’s intranet to provide access to all users. Furthermore, our client extranet contains additional information on products and allows clients to:

- Submit cases to our service teams
- Review status and manage their cases
- Update contact information
- View information about their current support agreement
- Request license keys, software upgrades and transportation rates
- Download transportation rates

Active User Group: Our customer community is extremely important in shaping the future of our products. The most successful customer feedback channels are the customer-led Product Councils. The objective of each Product Council is to identify product-specific, widely beneficial initiatives that can be implemented in a Manhattan Associates product. Manhattan Associates utilizes these councils to understand the common challenges that exist in the marketplace and how we can enhance their products to address these challenges.

Customers are immediately eligible to participate in the Product Council and can participate in multiple Product Councils representing their various products. Each Product Council is lead by a customer President, who is elected on an annual basis, and by a Manhattan Associates resource—typically the Product Manager—who is responsible for the future direction
and strategy of the product. Product Council members also have the opportunity to review Manhattan Associates design specifications for in-process releases. Select Product Council groups also have vertical/industry specific sub-committees which provide focused industry-specific feedback to Manhattan Associates.

Each customer Product Council President is also a member of the Product Steering Committee, which helps provide guidance as Manhattan Associates refines its strategies. This committee also assists in the planning of our annual user conference, Momentum, to help ensure that the conference provides maximum benefit to the customer base.

All customers are encouraged to attend Momentum which is held in various locations in the United States each year. The Momentum conference includes a number of product-based educational and training sessions as well as a forum for Product Council discussions and peer-to-peer networking. In addition, Manhattan Exchange events—more regionally-based conferences—are held in various parts of Europe.

Experience and Training of Support Personnel

The Customer Support staff of approximately 300 professionals, along with the 800 consultants in our professional services organization, work together and leverage their experience in implementation and technical consulting to provide ongoing support to our clients and ensure all cases are resolved promptly.

Our global customer support personnel average 4.4 years experience with Manhattan Associates; all are college graduates and most team members have technical degrees. Manhattan Associates is dedicated to the ongoing training and increased experience of the support team. Continuous process improvement initiatives are enhanced through a mentor program and on-site rotations in which support consultants participate in implementations and upgrades. Employees also attend internal and external training courses to stay current on new products, troubleshooting techniques, and third-party applications.

Members of our support staff are fluent in Japanese, Spanish, French, German, Indonesian, Dutch, Mandarin (China), Arabic (Saudi Arabia), Hindi, Malayalam, Kannada and Tamil (India), Urdu (Pakistan), Cantonese (Hong Kong), Portuguese, and English. In addition, Manhattan Associates is supported by an interpreter service to enable communication with clients in any of the major global languages.

“We were looking for quality presentations and productive networking contacts, and Momentum 2011 delivered in a big way.”

Columbia Sportswear
Responsiveness

The Customer Support staff of approximately 300 professionals, along with the 800 consultants in our professional services organization, work together and leverage their experience in implementation and technical consulting to provide ongoing support to our clients and ensure all cases are resolved promptly.

We seek to improve our support capabilities each year and track our efforts regularly, most notably through event-driven case surveys.

The CSO satisfaction surveys request feedback on the following areas:

- Professionalism
- Timely Resolution
- Overall satisfaction/Service Provided

Clients are asked to rate Manhattan on the three areas with a score of 1 to 5 (5 being the highest.) Please see above for recent survey scores.
The support team tracks all client contact using Salesforce.com. When a client engages the support center for a question or an issue, tracked as a case, it is immediately given a tracking number. Cases are worked based on severity level and are prioritized based on how the case is impacting the customer’s business. Clients are given an immediate solution when possible. Cases requiring additional research or expertise are assigned to the customer’s consulting team. Each case follows documented escalation procedures. Case severity definitions and corresponding escalation procedures are noted below.

<table>
<thead>
<tr>
<th>Severity</th>
<th>Severity Definition</th>
<th>Escalation (24 hours / 7 days)</th>
<th>Client Update Frequency</th>
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</table>
| 1         | System is not operational; functional tasks cannot be completed or issue is red flagged. | Immediate Additional Technical Resource  
1 hour: CSO Manager  
2 hours: CSO Director  
4 hours: CSO VP and EVP, Account Management | Every 2 hours, or as needed. |
| 2         | System is operational but functional process is severely impaired and no work around exists. | Immediate Additional Technical Resource  
2 hours: CSO Manager  
4 hours: CSO Director  
8 hours: CSO VP and EVP, Account Management | Every 3 hours, or as needed. |
| 3         | System is operational but impaired; Work around available.                           | As needed.                                                                                  | As needed.              |
| 4         | System is operational.                                                              | As needed.                                                                                  | As needed.              |