



What is the OlympicCare Consulting Program?

OlympicCare Consulting supports and enhances the way your company uses Olympic business solutions. It helps you proactively address issues such as system management, training, process improvement, information access and administration. In short, the OlympicCare Consulting program maximises the investment you've made in your business solutions.

OlympicCare Background

We introduced OlympicCare Consulting in response to client feedback and requests to help them manage their site more strategically. Although helpdesk support and ongoing consulting ensure new business solutions keep operating effectively, clients often find that they don't realise the true power of their solutions because:

- Modern organisations change constantly, requiring their systems to adapt with them.
- As staff leave, their experience is lost. Training of new staff is often spasmodic, which substantially reduces system/user effectiveness.
- Solution software works on a "continuous evolution" approach, which means upgrades are released regularly. But because many sites forget to plan for these upgrades, their software becomes outdated, and they miss out on potential improvements from new features and capabilities.
- During implementation, most clients focus on simply replacing the old system and getting the new one up and running from an operational viewpoint. Strategic gains often take second place, to be addressed much later.

OlympicCare Benefits

OlympicCare Consulting addresses the above issues, and also:

- Allows you to apply a proactive "thought process" to your IT requirements.
- Gives you time to focus on strategic issues.
- Offers you continuity in contact and site management.
- Lets you budget for consulting on an annual basis instead of ad hoc.
- Maximises the business benefits you get from your solution by improving how you use it.
- Helps you to plan for IT requirements and resourcing.
- Offers you flexible options to suit your individual requirements.
- Creates maximum value from your consultant's time.
- Gives you a significant discount on consulting rates.
- Entitles you to priority resource scheduling, based on package level.

How OlympicCare Consulting Works



OlympicCare Consulting is packaged in four options to suit your requirements, timeframe and budget. Then, within the option you choose, Olympic will work together with you to develop a flexible annual consulting program that ensures our consultants are booked to be on site when you know you'll most need them.

The four OlympicCare packages are:

	Bronze	Silver	Gold	Platinum
Business Relationship Management ⁽ⁱ⁾	2 calls per year	2 calls per year	3 calls per year	4 calls per year
Business Value Consulting ⁽ⁱⁱ⁾	1 day per year	2 days per year	3 days per year	4 days per year
Application Consulting ⁽ⁱⁱⁱ⁾	5 days	8 days	12 days	16 days
Client Request Management ^(iv)	Unlimited hours	Unlimited hours	Unlimited hours	Unlimited hours
Minor Incident phone support ^(v)	6 incidents per year	8 incidents per year	10 incidents per year	12 incidents per year
Package cost ⁽¹⁰⁾	\$8,170	\$12,960	\$18,900	\$24,480

OlympicCare Program discount	5%	10%	12.5%	15%

- i. Business Relationship Manager: Each OlympicCare client will have a dedicated Business Relationship Manager to maintain communications continuity around the Olympic/Client commercial relationship.
- ii. Business Value Consulting: Olympic will assign a Senior Consultant to each OlympicCare client, who will gain a high level understanding of the client's business operations and strategic direction. Using this, they will define, scope and plan consulting assignments for the year, aiming to maximise process improvement, staff knowledge, or information access & distribution. Where possible, Senior Consultants will work on site; but may also work via teleconference, webinar or email if circumstances require.
- iii. Application Consulting: Olympic will assign Application Consulting resources based on the consulting program agreed between the client and the Senior Consultant.
- iv. Client Request Management includes the logging of the request, the assignment of resources, request tracking and monitoring, the updating of the client Qwikir site with call status information.
- v. Minor incident phone support covers those requests for support/advice that can be completed within a 15 minute timeframe. Where the call extends past 15 minutes a charge for the entire call time will be entered against the application consultancy days of the package.

Terms and Conditions

1. Olympic services supplied under an OlympicCare Consulting package are covered by the terms and conditions contained in the Olympic Support Services Agreement, unless where there is any conflict with these terms, the terms in this document will prevail.
2. Add on days can only be purchased in 5 days blocks, and will be charged at normal rates less the applicable package discount as detailed in the above schedule.
3. Add on consulting can be used for ad hoc consulting activities that may not be included in the agreed consulting program.
4. Application consulting days remaining at the end of the term can be rolled over for one year. Business Value consulting days must be used during the current program term.
5. Travel time will be charged in line with the standard Olympic travel policy, i.e Travel inside the main city limits will be charged to the OlympicCare application consultancy job. Travel outside the city limits will be charged to a OlympicCare travel job which will be at half the OlympicCare application consultancy rate.
6. OlympicCare Consulting programs cannot be used for the initial site implementation. The activities contained within the consulting program will include (but not be limited to) the following: Training, Report Writing, Upgrades/Patch Installations, Application Configuration Changes, Research/Feasibility Testing, Process Improvement Scoping/Definition and Year End Support.
7. The OlympicCare Consulting program is delivered on a prepaid basis. All invoices relating to the program are required to be paid before the services commence.
8. Prior to the expiry of the program, arrangements need to be concluded to ensure that the program is renewed, invoices raised and paid before the anniversary date.
9. OlympicCare package discounts are applied to the standard consulting rates (Business Value consulting \$200/hr, Application consulting \$175/hr).
10. Package values exclude GST.



Olympic Software was founded in 1986, so we are a substantial and long-term participant in the New Zealand information technology sector. The business is owned and operated by four executive directors. We have a team of 80 nationally. This includes approximately 40 ERP, supply chain & financial application specialist consultants; and more than 35 software developers who specialise in Microsoft SQL Server database development, workflow solutions and web based interfaces. We build medium to large-scale applications for New Zealand and international clients in both the public and privates sectors.

www.olympic.co.nz

For more information about these OlympicCare programs, please visit www.olympic.co.nz, or e-mail us on info@olympic.co.nz