



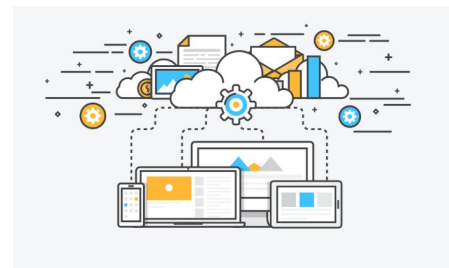
## On Demand Support

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JK Seva is a software solutions firm that gets excited about unique projects, businesses and the passionate people behind them.

We specialize in upgrades, implementations, training, custom solutions and software development. We know that support is sometimes needed even after your system has gone live. We offer On Demand Support to meet that need.

On Demand Support will be provided in a professional manner, by individuals qualified by experience and/or training and familiar with your company's current utilized or planned software and hardware environment, in full compliance with all applicable laws and regulations, and will meet or exceed industry standards.



Phone support for functional and technical questions concerning your current version of your software and hardware environment will be provided and available during normal business hours: 8:00 a.m. to 6:00 p.m. (CST), Monday through Friday. All support requests will be responded to within two (2) business hours, and our consultant will use their best efforts to promptly address and resolve your issues during the initial call.

The primary support consultant, and other specialized JK Seva consultants, as required, will work with you to answer questions and resolve problems. The monthly On Demand Balance Report will include a recap of calls that you made to the support consultant. Qualified and approved JK Seva consultants will be assigned to the project. The services can be performed offsite via remote connection to you and your company.

[Visit our website to learn more](#)