

GFC Reseller Responsibilities

Customer Responsibilities

1. Customer/Reseller Support Responsibilities. The Customer, and Reseller as applicable, shall be solely responsible, at Customer's expense, to:
 - a. Notify Reseller immediately of any support or maintenance issues.
 - b. Train users on use of the Software.
 - c. Apply all upgrades, enhancements and new releases in a timely manner.
 - e. Designate a key technical contact for maintenance and support communications.
 - f. Provide Reseller and GFC with timely access, remote and/or onsite, to Customer's facilities, including Customer's servers upon which the Software runs, interfaces with, and/or relies upon.
 - g. Provide Reseller and GFC timely return of requested troubleshooting data in order to perform root cause analysis for support issues being experienced with the Software.
 - h. Cause Customer's application environment to meet and comply with the specifications and requirements set forth in GFC technical specifications, and otherwise assuming responsibility for all standard IT/IS infrastructure requirements, including the purchase, maintenance, administration and service of hardware and software upon which the Software runs, interfaces with, and/or relies upon, including, but not limited to, as appropriate:
 - i. An efficient and functioning computer network which meets or exceeds the functional specifications required for operation of the Software.
 - ii. Appropriate computer equipment, Server and workstations, upon which the Software runs, interfaces with, and/or relies upon in proper working condition.