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.