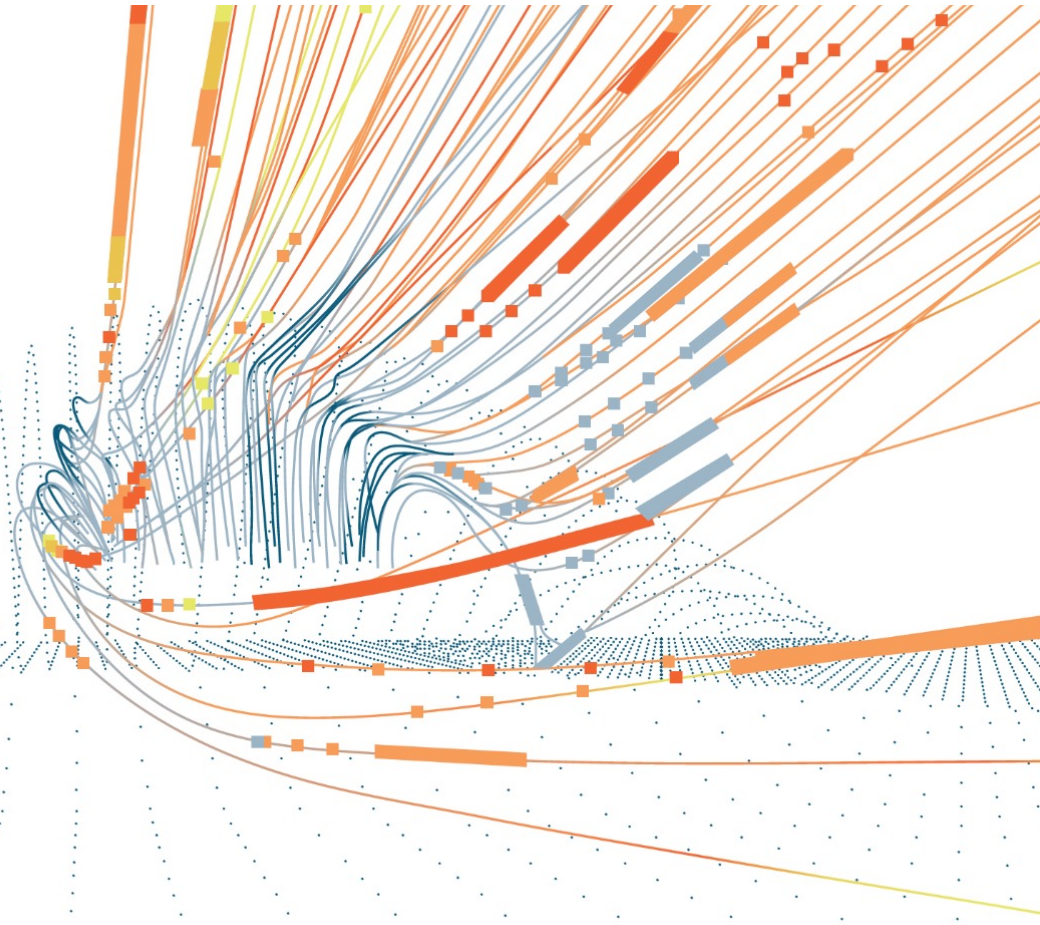


WIND KNOWLEDGE

IS WIND POWER



Consultancy or Support?

windsim

Introduction

- If a customer submits a **product-related** ticket without a contract or subscription in place, the Support team should forward the request to the Commercial team
 - The Commercial team will then attempt to sell a contract in order to access Support
 - If successful, the Support team can then provide support
 - If not successful, the customer can consult the Knowledge base, but no further support is provided
- If a customer submits a **project-related** ticket (with or without a contract or subscription in place), the support team should forward the request to the Consultancy team
 - The Consultancy team will then attempt to scope the request and provide a quote
 - If successful, Consulting project is executed and invoiced by the Consultancy team
 - If not successful, the customer can consult the Knowledge Base, but no further support is provided

Service description

Product-related assistance => Support

- Installation*
- License renewals (perpetual licenses)
- Bugs
- Explanation module functionality
- Terms
 - Included in support and maintenance contract, or Accelerator subscription
 - Alternative: [Knowledge Base](#)
 - Where no contract can be put in place, hourly invoicing at €130/h

Project-related assistance => Consultancy

- Project set-up
- Project assessment
- Non-convergence
- Terms
 - Price to be proposed based on scoping meeting and agreed SoW
 - €175/h

* See next slide

Installation services

Installation services are contingent upon the customer meeting the following prerequisites:

- **Installation on a Dedicated Non-Virtual Machine:** The required software must be installed on a dedicated physical machine. Virtual machines are not supported.
- **Supported Operating System:** The machine must be running a supported operating system as specified by the software's requirements. Unsupported operating systems will invalidate support services. See <https://windsim.com/downloads/latest-version/windsim-12-0-download/>.
- **Absence of Interfering Applications:** The system should be free from any applications that may interfere with the software's operation, such as antivirus programs or other security software that may block or restrict necessary processes.
- **Unrestricted Internet Connection:** The machine must have an active internet connection that is not hindered by firewall settings or network configurations that could interfere with the software's ability to communicate with necessary online resources and support servers.

Meeting these conditions ensures that support services can be provided effectively, addressing issues without external factors hindering the software's performance or the support process. Customer's IT department will have to be aligned and help resolve any issues related to the above points.