



Discovery



Design



Development

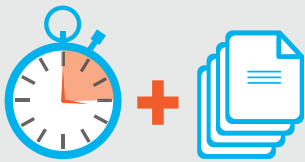


Maintenance

MAINTENANCE OPTIONS

Segue offers a variety of service package options to meet our customers individual needs and budgets. Our options are designed to tailor your maintenance costs to efficiently maintain your system.

OPTION 1



TIME AND MATERIALS

Time and Materials (T&M) support is billed on an as needed basis. Level of Effort estimates are provided to the customer for approval prior to commencement.

“A T&M contract is ideal for stable systems that may require periodic support for emergency fixes or minor maintenance and enhancement.”

OPTION 2



TIME BLOCK OPTIONS

Segue offers support in blocks of time which can be used as needed at any time for up to 1 year. Different packages are available for each time block.

“Time block packages are most popular for special “one-time” projects, or for support on already complete projects.”

OPTION 3



ANNUAL PLAN

Segue offers annual packages for monthly support. Each option comes with a fixed rate dependent on the number of hours selected.

“Any overage for annual plans will first be approved by the customer and then billed at the effective rates per each block.”