

EXHIBIT C - SERVICE LEVEL AGREEMENT

Perpetual Use License, ICEMA Hosted Solution, Version 4.1

This agreement exists for the purpose of creating an understanding between ImageTrend and ICEMA who elect to host the application on their own servers. It is part of our guarantee for exceptional service levels for as long as the system annual support fee is contracted. This Service Level Agreement (SLA) applies to any site or application hosted on ICEMA's network as contracted.

1. Hosting at the ICEMA's Datacenter

ICEMA has elected to host the software application on their servers which includes ICEMA installation and support services along with infrastructure availability to acceptable levels established by ImageTrend. ICEMA agrees to maintain at least the minimum then current system requirements for application usage, as detailed in the recommended System Specifications by ImageTrend.

Remote Access Agreement

Required Access

ImageTrend requires VPN access for all ICEMA-hosted solutions. A Cisco VPN ICEMA is preferred. This includes user permissions that allows ImageTrend perform all necessary configuration and support tasks for both web servers and database servers.

Required Management Tools

Microsoft SQL Server Management Studio should be installed by ICEMA and available.

Responsibilities Agreement

ICEMA Server Support

ICEMA will be responsible for maintaining their hosted infrastructure including: performance tuning, maintenance, and security.

ICEMA will be responsible for software licensing for all 3rd party applications required for ImageTrend applications to work properly (see server specifications for details).

ICEMA will be responsible for both hardware and software updates needed to meet or exceed the currently supported specifications for ImageTrend applications (see the minimum then current recommended server specifications for details). This includes, but not limited to, hardware (CPU, RAM, and Disk Space) and software (MS SQL, ColdFusion/LUCEE or Java, .NET Framework).

ImageTrend Server Support Responsibilities

ImageTrend will be responsible for the initial installation and regular version updates to ImageTrend software.

ImageTrend will be responsible for the initial configuration of Adobe ColdFusion/LUCEE Server and IIS settings needed specifically for ImageTrend applications. ICEMA will be responsible for ongoing Adobe ColdFusion/LUCEE Server and IIS maintenance.

Incident Support (Optional)

ICEMA can contract with ImageTrend for Hosting Support services at the then applicable standard rates to perform trouble-shooting related to ImageTrend applications during normal business hours and scheduled with ICEMA.

Emergency Incident Support (Optional)

In the event that ICEMA needs emergency support related specifically to their infrastructure related to ImageTrend applications 1) outside of normal business hours or 2) needs immediate attention (non-scheduled work order), ICEMA can contract with ImageTrend for Hosting Support services at the then applicable extended support rates.

Additional Usability Testing Environment (UTE) (Optional)

If ICEMA requests support and maintenance on an additional UTE, additional support costs will be applied. The above requirements and responsibilities will be applicable to UTE as well.

2. Application Usage Support

ImageTrend provides ongoing support as contracted for their applications. This includes continued attention to product performance and general application maintenance. Support includes technical diagnosis and fixes of technology issues involving ImageTrend software. ImageTrend has a broad range of technical support services available in the areas of:

- Web Application Support
- Subject Matter Expert Application Usage Support
- Web Application Development/Enhancement
- Database Administration/Support
- Project Management
- Systems Engineering/Architecture

ImageTrend offers multi-level technical support, based on level-two user support by accommodating both the general inquiries of the administrators and those of the system users. We will give the administrators the ability to field support for the system as the first level of contact while providing them the option to refer inquiries directly to ImageTrend.

ImageTrend’s Support Team is available 24/7 at www.imagetrend.com/support as well as Monday through Friday from 8:00 am to 5:30 pm CST at:

Toll Free: 1-888-730-3255
Phone: 952-469-1589

Online Support Desk

ImageTrend offers an online support system which incorporates around-the-clock incident reporting of all submitted tickets to ImageTrend’s application support specialists. Once ICEMA submits a support ticket, he or she can track the progress with a secure login to the support application. The system promotes speedy resolution by offering keyword-based self-help services and articles in the knowledgebase, should ICEMA wish to bypass traditional support services. Ticket tracking further enhances the efforts of Support Desk personnel by allowing ImageTrend to identify patterns which can then be utilized for improvements in production, documentation, education and frequently asked questions to populate the knowledgebase. The support ticket tracking system ensures efficient workflow for the support desk specialists while keeping users informed of their incident’s status. Support patterns can be referenced to populate additional knowledgebase articles.

Incident Reporting Malfunctions

ImageTrend takes efforts to correct ImageTrend application malfunctions that are documented and reported by ICEMA. ImageTrend acknowledges receipt of a malfunction report from ICEMA and acknowledges the disposition and possible resolution thereof according to the chart below. ICEMA agrees to follow the severity level categorization as below, and to not escalate tickets simply to decrease response time for issues which do not meet the severity level definition.

| Severity Level | Examples of each Severity Level | Notification Acknowledgement: ImageTrend Return Call to Licensee after Initial Notification of an Error | Action Expectation: Anticipated Error Resolution Notification After ImageTrend Return Call to Licensee of Notification Acknowledgement of an Error |
|--------------------|--|---|--|
| Critical/Site Down | <ul style="list-style-type: none"> • Complete shutdown or partial shutdown of one or more critical Software functions • Access to one or more critical Software functions not available • Major subset of Software application impacted | Within one (1) hour of initial notification during business hours or via support.imagetrend.com | Six (6) hours |

| | | | |
|--------|--|---|-------------------|
| Medium | <ul style="list-style-type: none"> Minor subsystem failure Data entry or access impaired on a limited basis - usually can be delegated to local ICEMA contact as a first level or response for resolution - usually user error (i.e., training) or forgotten passwords | Within four (4) hours of initial notification | 24 Business hours |
| Low | <ul style="list-style-type: none"> System operational with minor issues; suggested enhancements as mutually agreed upon - typically covered in a future version release as mutually agreed upon | Same day or next business day of initial notification | Future Release |

Service Requests (enhancements)

Any service requests that are deemed to be product enhancements are detailed and presented to the development staff, where the assessment is made as to whether these should be added to the future product releases and with a priority rating. If an enhancement request is specific to one ICEMA and deemed to be outside of the original scope of the product, then a change order is written and presented to the ICEMA. These requests are subject to our standard rates and mutual agreement. ICEMA’s review and approve the scope, specification and cost before work is started to ensure goals are properly communicated.

Product release management is handled by ImageTrend using standard development tools and methodologies. Work items including, tasks, issues, and scenarios are all captured within the system. Releases are based on one or more iterations during a schedule development phase. This includes by not limited to: development, architecture, testing, documentation, builds, test and use cases. Submissions of issues or requests are documented within our Product Management system and from there workflow is created to track the path from initial request to resolution.

Out of Scope

ICEMA may contract with ImageTrend for Out of Scope services. This will require a separate Statement of Work and will be billed at ImageTrend’s standard hourly rate.

Maintenance and Upgrades

System/product maintenance and upgrades, if applicable, are included in the ongoing support and warranty as contracted. These ensure continued attention to product performance and general maintenance. Scheduled product upgrades include enhancements and minor and major product changes. Customers are notified in advance of scheduled maintenance. It is the ICEMA’s responsibility to accept all offered updates and upgrades to the system. If ICEMA does not accept these, ICEMA should be advised that ImageTrend, at its discretion, may offer limited support for previous versions. All code releases also maintain the integrity of any ICEMA specific configurations (i.e., templates, addresses, staff information, active protocols, etc.) that have been implemented either by ImageTrend’s implementation staff or the ICEMA’s administrative staff. Maintenance of ICEMA Hardware, physical environment, storage, processing, patching, operating system maintenance, network device maintenance, ICEMA 3rd party licenses (as outlined below), or any other task which is required to maintain the ICEMA application hosting environment and is not directly related to a defect within the ImageTrend application(s), are the sole responsibility of ICEMA. It will not be ImageTrend’s responsibility to maintain, or resolve problems with, ICEMA’s hosted environment. ImageTrend’s sole responsibility shall be to provide application support for ImageTrend developed applications. Tasks which are ultimately discovered to be maintenance of the ICEMA Hosting environment may be charged to ICEMA at ImageTrend’s out-of-scope rate of \$145 /hour.

Escalation

Our support staff is committed to resolving your issues as fast as possible. If they cannot resolve your issue, they will identify the course of action that they will be taking and indicate when an answer will be available. They in turn will seek assistance from the designated developer. The next level of escalation goes to the Project Manager, who also addresses all operational issues on an ongoing basis and reviews the issue log regularly to assess product performance and service levels. Senior Management will handle issues requiring further discussion and resolution. Any issues to be determined to be of a critical nature are immediately escalated accordingly.

ImageTrend EDS Hosting Requirements

ImageTrend Elite System Requirements

For Self-Hosted ICEMA: These requirements are similar to the current set of requirements to host a Service/Rescue/State Bridge, with some software differences. Here is an overview of the ideal scenario:

1. *Server/VM to host ImageTrend Elite:* Runs on IIS and .NET Framework 4.5
2. *Database Server:* hosts the Elite database (this database will be separate from the current ImageTrend database, but can certainly reside on the same SQL instance)
3. *Reporting environment:* The Reporting application runs on IIS and utilizes Java Tomcat and Microsoft .NET
 - a. Elite Reporting functionality will be accessing data from a data warehouse. The data warehouse will reside on a different database (which ideally is on a separate SQL instance than the core OLTP database used by the web-based Elite application)
 - b. The ideal scenario would be to have 3 instances of SQL Server on 3 separate VMs:
 - 1) Transactional Elite database
 - 2) ODS Elite database
 - 3) Data Warehouse databaseEither transactional replication or Always On would be used to move the data between instances 1 and 2, and then SSIS would be used to populate the data warehouse.

Web/Application Server

Hardware

4 Processor Cores
16 GB RAM or more
50 GB Available Hard Disk Space

Operating System

Microsoft Windows Server 2012 R2

Software

Microsoft IIS
Microsoft .NET Framework 4.6
**Note that there are other steps that are required in order to set up Elite*

Reporting Server

Hardware

4 Processor Cores
16 GB RAM or more
50 GB Available Hard Disk Space

Operating System

Microsoft Windows Server 2012 R2

Software

Microsoft IIS
Microsoft .NET Framework 2, 4
Java Tomcat
**Note that there are other steps that are required in order to set up Elite*

Database Servers

Operating System

Microsoft Windows Server 2012

Software

Transactional database: 64-bit SQL Server 2014 Enterprise (or greater) with latest SP and or CU

*ODS and Data Warehouse databases: 64-bit SQL Server 2014 Standard (or greater) with latest SP and or CU

**Note: SQL Standard is required, but we recommend SQL Enterprise for the following features (among others): table partitioning, online index rebuilds, and potential memory limits. SQL 2014 is required for performance considerations for the SSIS packages.*

Hardware

8 Processor Cores

64 GB RAM or more

**The amount of RAM needed may need to be adjusted up depending on the amount of database traffic your site is experiencing*

100 GB Available Hard Disk Space

**The amount of hard disk space needed by your database may need to be more than 100GB, and is largely dependent on the number of incidents and the number/size of attachments.*

Note: An SSIS package will be deployed to populate the data warehouse database from the core transactional database. This SSIS package can reside in different areas.

Minimum Database Hosting Requirements

Smaller systems with reduced performance and availability requirements may opt to use a scaled down environment configuration: A single Operating System Environment hosting two SQL Server Enterprise Database Engine instances and an Integration Services instance is supported. One instance each would then be used for the Transactional Elite Application Database and the accompanying Data Warehouse. It is recommended to avoid the use of SQL resources by other applications in this configuration. A minimum of 32 GB RAM and 4 CPU cores is supported but more resources are likely to be needed to maintain acceptable performance.