Support Plan

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1. Support Plan Overview

This document outlines the support plan for Mocha Points' Inventory Management System. It includes details on application delivery, support and maintenance, extended support options, and team contact information.

2. Application Delivery

Our team will deliver the full application and ownership of the Mocha Point inventory management system on May 13, 2025 after final presentation. During this transition, we will provide installation support and conduct a guided walkthrough of the system's functionalities and features. This will make sure that stakeholders understand the system's capabilities and how to operate it effectively.

3. Support & Maintenance

Free support and maintenance will begin the day after Mocha Point's system is delivered on May 13, 2025, starting on May 14, 2025, and will last for no longer than 90 days, until August 11, 2025. This support will include basic technical services such as troubleshooting, applying bug fixes, and maintaining the system. No major updates will be made to the system unless highly requested. We will respond to all requests within 48 hours of submission.

4. Support Ends & Extended Support Options

Our free support period will end on August 11, 2025. After this date, Mocha Point may opt for extended support services, which will be available through a paid model. This extended support will include continued troubleshooting and technical monitoring as needed.

5. Support Team Contact Information

End users can reach out to our dedicated and responsive team during our preferred support hours, Monday through Friday from 8 AM to 5 PM. Team contact information is provided below.

Team Member	Email
Anthony Goss	algd4x@umsystem.edu
Dellah Salem	dss2x3@umsystem.edu
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