



Support Offering & Policies

As of: December 2016

Yellowfin Standard Maintenance & Support Offering and Policies

Payment and Proper Licensing are Required - Customers may receive Maintenance and Support for Yellowfin software ("Software") from Yellowfin only if: (a) the relevant Software has been properly licensed by the customer, (b) Yellowfin has been paid current and in full for the applicable Maintenance and Support.

All of Yellowfin's Support Offerings are subject to change without notice, and not all support offerings are available for all Yellowfin products or regions.

STANDARD MAINTENANCE & SUPPORT OFFERING

1. Support Offering:

Standard Support provides you with the following services:

- Product Updates - Updates to Currently Support Software (as outlined in Section 11, figure 2), free-of-license fees, to all parties that have a current paid-up annual Maintenance and Support contract for the Software.
- Defect Fixes – Fixes to Currently Support Software (as outlined in Section 11, figure 2) or work-around until the release of a new version of the Software.
- Unassisted Support – Access to Yellowfin on-line resources, Wiki, videos, defined free training services, knowledge base, and our Yellowfin Community.
- Assisted Technical Support – Assisted support through defined support channels, during normal office hours defined by region; i.e. Monday-Friday from 8am-5pm excluding holidays. Support will be provided for trained licensed Yellowfin users with questions pertaining to application defect support with the Software when Yellowfin documentation does not address the behavior of the Software.

2. Unassisted & Assisted Support Channel Availability:

- Unassisted Support is available 24/7/365 through the following support channels accessed through the Yellowfin website:
 - Yellowfin Community: on-line collaborative community to post questions, search knowledge base article, submit tickets, and share product ideas.
 - <http://community.yellowfin.bi/>
 - Yellowfin product Wiki
 - <http://wiki.yellowfin.bi>
 - Weekly Tutorial sessions and video series
 - Sign-up to receive email updates
 - <http://learn.yellowfin.bi>
 - White papers, blog, and downloadable documentation
 - Portal access required for some content
 - <http://www.yellowfinbi.com/YFSupportCentre.i4>
 - YouTube channel with the latest product tips and how-to's
 - <https://www.youtube.com/user/YellowfinTeam>
- Assisted Support is available during Yellowfin's normal office hours, Monday through Friday, excluding public holidays in Australia, United States, Japan, and the United Kingdom. Staffed hours:
 - Asia Pacific (Australian Eastern Time) 8am to 5pm
 - North America (Mountain Time) 8am to 5pm

- United Kingdom (British Standard Time) 8am to 5pm
- Japan (Japan Standard Time) 9:30am to 5:30pm

3. Support Channels

Yellowfin provides multiple channels for accessing support, these include:

- a. **Yellowfin Community: access from www.yellowfinbi.com or community.yellowfin.bi/**

Login required to post comments or submit a private ticket.

Customer can login to the Community and search top trending topics, ask the community questions, or share your expertise with others. Private tickets can be logged if your request is sensitive in nature. Our technical support consultants will monitor the community and respond to posts during normal business hours, and in some cases, escalate questions to an assisted ticket to be managed by one of our global technical team members.

- b. **Yellowfin Customer Portal: access from www.yellowfinbi.com**

Login required.

Customer can login to Yellowfin's customer portal and based on access rights can view account details and download content. You will also have access to Yellowfin University, Wiki, Community FAQ & Knowledgebase, white papers, use cases, and self-guided tutorials based on your account access level.

- c. **Email support: support@yellowfin.bi**

Email and/or Community Private Ticket support channels must be used to request all assisted support for important and/or operational level incidents. All email and private ticket requests will automatically log a new request with our Technical Support Desk. Customers will receive an automated email response that acknowledges their request has been logged and is awaiting review by the next available Technical Support team member.

Requests emailed or logged through the Community will be reviewed in the order they are received. Requests logged outside normal business hours will be reviewed and assigned the following business day.

Once the ticket has been reviewed and assigned for analysis, the support desk team will determine if the customer is a current customer, if the incident is supportable, and assign an appropriate severity level to the ticket. The customer will receive confirmation from the technical support desk team on the next steps, which in some situations will result in a remote session or a scheduled phone call.

- d. **Request a Callback or Schedule a Remote Session: via support@yellowfin.bi or through the Community private ticket community.yellowfin.bi**

After submitting an email or logging a private ticket in our community, you can request to schedule a time to work with one of our Technical Support Consultants. Provide your details by responding to the automated ticket confirmation email to enable one of our team members to follow-up with you to schedule a session.

Requests for a remote or phone session logged after hours will be reviewed the following business day.

5. STANDARD TERMS

The following terms, workflows, and services shall have the following meanings:

- **Case or Ticket** means a single assisted support request that is logged into our CRM or Community system and relates to a specific question or issue within the product. (For example, the use of a specific documented feature of the product or assistance with a specific problem or error message). A single support case or community ticket can involve multiple e-mails, remote sessions, off-line research, and/or scheduled phone calls.

- **Case/Ticket Status** is defined in the following ways and refers to workflow steps for capture, validation, escalation, and/or tracking of customer incident(s):
 1. **Unassigned** – requests that have been logged into the Yellowfin's CRM but have not been assigned to a Technical Support Consultant. The request will be assigned to the next available global team member, during normal business hours, who will review the request, define the severity, and start working towards a resolution.
 2. **Open** – defined as a customer request that has been assigned to a member of our global Technical Support Desk team.
 3. **Re-Opened** – defined as a closed request that has been re-opened by a customer due to the incident not being resolved. If a request is older than two (2) business weeks, a new case will be created and the older case will be referenced.
 4. **Closed Resolved** – defined as any customer request that has been processed and confirmed to be resolved to the satisfaction of the customer.
 5. **Closed Tracking** – defined as any customer request that has been temporarily resolved, returning the customer(s) system to a normal working status, but more work is needed either through a schedule end of month release, patch, or future major release cycle. This status is used to help track suspected product and/or workflow defects that will be addressed in a future release. All closed tracking requests will be linked to a new and/or known product defect task ID number within our CRM. Once the defect has been fixed, the customer linked to the 'Closed Tracking Case' will be notified via email which product version the fix will be included within. At this time the request will be moved into a 'Closed Resolved' status. Additionally, all product releases will list all fixed task ID number within the change log posted on our website or within our Yellowfin Community.

- **Product Issue** means a technical aspect or functionality of the product that doesn't execute or deliver results as described in the product documentation. An issue is recognized as a product defect when it has been reproduced, or sufficient details have been captured so that an issue can be logged in our CRM for Development review.

- **Product Enhancement** means any customer requested product change or idea that is captured and reviewed by the Yellowfin Development team. Product ideas are captured and managed through our Community. The product team reviews and defines a status for each request to correctly track and provide feedback to our customers. Product ideas or enhancements will be managed in our community to help us gather customer feedback using the four basic statuses below:
 1. **Under consideration** - the request has been reviewed by a Product Manager and is likely to be included in a future release; however, this is subject to change until the request is moved to a "Planned" status.
 2. **Not planned** - The request has been reviewed by a Product Manager and will not be included in the product at this time. If the request is a critical business need or several requests by multiple customers are received, the Product Managers may reevaluate.
 3. **Planned** - The idea has been reviewed by a Product Manager and will be included in a future release. Timing depends on development effort, roadmap plans, and final decisions by the product team. Once the enhancement has been confirmed closed and tests the status will be moved to 'Fixed'.
 4. **Fixed** - The request is completed and led to new functionality in the product. Thank you!

ASSISTED SUPPORT WORK FLOWS AND SERVICES

Assisted Support

Yellowfin will provide Assisted Support to licensed users experiencing product issue(s) during normal business hours. Once a request has been acknowledged, a ticket will be opened, severity will be defined by the Application Support Specialist. A system generated confirmation email will be sent to the customer with a tracking identification number. Assisted support channels may include the Yellowfin community, emails, remote access, and/or scheduled phone sessions.

1. Severity Determination and Escalation

Upon receiving a request, Yellowfin may, at its sole discretion using reasonable efforts, allocate a severity level, a target response time, and a target resolution time for the Issue (as defined below).

Severity Level means the level of business impact on the customer's workflow, and defines the level of urgency that the Yellowfin Support Team will focus on while working towards a resolution.

Yellowfin Application Support Specialist will work with the customer to define the severity, but the customer will have the right to request an escalation or de-escalation of the case as needed:

- a. **S1 (Business Critical):** Workflow stoppage affecting the majority of users or critical system functions defined as cannot login or any error that stops the system from functioning. End-user workflow and success has been halted. S1 requests will require customer point of contact to be available for troubleshooting. If the customer point of contact is unavailable to assist with access or troubleshooting assistance, the case will be de-escalated to a S2 level.
- b. **S2 (User Critical):** Workflow issue affecting a minority of users defined as a work stoppage in a given area of the product, or stopping end-user from completing critical workflow functions. End-users can work but a solution or workaround needs to be provided to ensure completion of critical workflow.
- c. **S3 (User Non-Critical):** Workflow issues that need research or scheduled work to determine problem. No major work stoppage but minor annoyance to user(s) that will be reviewed by the Yellowfin Application Support Specialist. Yellowfin and customer will define and agree a resolution time. Updates will be provided as needed or as requested by customer.
- d. **S4 (General):** General user questions, scheduled tasks, maintenance, upgrades, non-critical issues, enhancement requests, or documentation issues. These requests are typically closed on first contact, or once the request has been completed. Yellowfin and customer will define and agree upon a resolution time. Updates will be provided as needed or as defined by customer and project scope.

2. Response & Resolution

- a. **Response time** means the period of time within the working day, for a given region, from when a customer logs an assisted request to when a Yellowfin Application Support Specialist acknowledges the request, and a severity is defined. Response times will be based on severity levels as outlined in figure 1.
- b. **Resolution** means that Yellowfin will in good faith use reasonable efforts to resolve the customer request or product issue in the time frame outlined in figure 1. Estimated resolution times are measured, from the acknowledged acceptance of the request by the Yellowfin Application Support team, to when the Software can be used with functionality reasonably consistent with the applicable documentation, and/or in such other applicable manner as is appropriate.

The Resolution of an issue can mean one or more of the conclusions below:

- i. Providing a reasonable solution to the customer so that normal workflow is restored
- ii. Providing a reasonable work-around to the customer so that normal workflow is restored
- iii. Determination by Yellowfin that the issue is an enhancement request, forwarding the request to Yellowfin Product Management for future consideration

- iv. Escalation by the Yellowfin Support Desk of an incident/product defect to Yellowfin's Development team for review, upon which the case will be flagged with a status of 'Closed–Tracking' and monitored by development. The customer will be updated when issue has been fixed via email linked to the logged ID record

Severity	Initial Response Time	Estimated Resolution Time	Resource Effort	Update Schedule
S1: Business Critical	8 hours	Work on a reasonably continuing basis until resolution is reached	Level 3 effort until stability is restored	Daily
S2: User Critical	24 hours	Work on a reasonably continuing basis until resolution is reached	Level 2 effort until stability is restored	Current business week
S3: User Non-Urgent	48 hours	Yellowfin and customer will determine the resolution schedule	Level 2 effort until stability is restored	Current business week
S4: General	72 hours	Yellowfin and customer will determine the resolution schedule	Level 1 or 2 effort until stability/workaround is restored	A notified resolution linked to closed-tracking notification

FIGURE 1

3. Initial Response Time Variables

Initial response times are based on the standard business hours within the region the licensee is registered.

Response times can and will be impacted if the customer cannot provide details around product configuration, environmental changes, details about the experienced issue(s), error message(s), or grants remote session access to the Yellowfin Support Desk Team. Yellowfin's ability to achieve a workable resolution will be adversely impacted if the customer cannot provide the details requested by a member of the Yellowfin Support Desk team.

Customer shall be responsible for contacting Yellowfin to log a request and working with a member of our Support Desk team to determine the severity of the issue. It is the responsibility of the customer to know their IT environment, or have access to people who can assist, including and without limitation to; firewalls, system access, changes in VPN access, database changes, login & password changes, IP address changes, etc.

If Yellowfin support does not receive current system logs, or user does not have access to the needed system details to start the troubleshooting process, the estimated resolution time will be extended until logs or access can be granted.

4. Assisted Support Exclusions

- a. **Environmental Issues:** Yellowfin is not responsible for any hardware, cabling or operating system components of the network configuration, or for customer's operation of workstation equipment. The customer is responsible for all systems and networks to be set up to meet Yellowfin specifications.
- b. **Unexpected Behavior** that can be isolated to a user's specific configuration or environment does not constitute a product defect. Yellowfin's Support Desk can provide troubleshooting suggestions for unexpected behavior in these cases. However, Yellowfin is not responsible for the resolution of any such behavior.
- c. **Non-standard Customization or Integration of Software is Not Part of Maintenance and Support:** Any requests to perform customization, installation, or integration work outside standard how-to questions as defined within the documentation provided with the user's licensed software version are not included in Maintenance and Support, but are available to the customer as paid for customized professional consulting services, and should be addressed and set forth in a separate applicable services agreement.

- d. **Unauthorized Customization or Integrations:** Yellowfin will not support any customer that makes modifications to the Yellowfin software code base, or using custom integration solutions other than the documented Yellowfin APIs

5. Support Requirements & Guidelines

- a. S1 requests will require a Customer point of contact to be available for troubleshooting. If the customer point of contact is unavailable to assist with access or troubleshooting assistance, the case will be downgraded to a S3 level.
- b. For customer(s) to receive a response from Yellowfin, with regards to any reported error(s) or other problem(s), Yellowfin must first receive a documented replicable example of the defect or error, and if requested by Yellowfin, a listing of output logs or other information that Yellowfin requires in order to reproduce working conditions similar to those present when any defect(s) or error(s) in the Software were discovered.
- c. Under no circumstances are you to provide any confidential, or protected data, to Yellowfin when seeking support assistance via email or remote support, including proprietary business information, protected technical data, private and/or personally identifiable information, or any other form of confidential, private, personal or other protected information unless both parties have agreed, in writing, to do so.
- d. Remote system access, by any member of Yellowfin, must be approved and monitored by the Customer point of contact, with any subsequent system changes to be performed by the Customer point of contact. Yellowfin recommends that any system access granted to Yellowfin should be a non-production environment; for example, a development environment that has any and all sensitive data removed, as outlined in section c above. Yellowfin will not be held liable for any issues or problems caused during a remote access session.

6. Yellowfin Support Levels

a. Level 1 support

"Level 1" means those services necessary to respond to an initial request for support from a customer. Level 1 support includes confirming that the customer has an active contract, that the users requesting help is certified, determination of the source of the performance defect, error, or other problem, and administering troubleshooting procedures. Once these initial procedures are performed, and if the issue needs escalation, the responsibility will shift to Yellowfin Level 2 support described below.

b. Level 2 support

"Level 2" means those support services necessary to further troubleshoot and work towards resolution for performance defect, error, or other problem which is not resolvable by Level 1. Yellowfin will provide Level 2 diagnostic support procedures with respect to the Yellowfin solution(s) to all active customers on standard contract, including determining the particular component within the Yellowfin solution that might be affecting standard workflow. A point of contact customer representative will be needed to help troubleshoot, grant access to key systems, and provide validation of suggested resolution steps. If the issue needs escalation, the responsibility will shift to the Level 3 support described below.

c. Level 3 support

"Level 3" means those services necessary to provide a critical workaround or code change that results in an interim or patch release. A point of contact customer representative will be needed to help troubleshoot, grant access to key systems, and provide validation of suggested resolution steps. Level 3 will work to stabilize and resolve the defined issue.

7. Support Obligations: Direct Customers and Reseller Clients

- a. Must Provide Yellowfin Technical Support Desk team with:
 - i. Contact information; name, email, company name, and license validation
 - ii. General product questions or documented example of errors or defects; and,

- iii. If requested by Yellowfin, provide a listing of output files and any other data, which Yellowfin requires in order to reproduce operating conditions similar to those present when any defect or error in the Software to help discovered, validate, and diagnose problems.
- b. Support Desk personnel shall be the sole conduits of communication with the end-user regarding the open request unless previously agreed upon by both partners.

8. Support Obligations: Distributors, Hosting Resellers, ISVs, or OEMs

In order to receive effective Level 2 support from Yellowfin, Partners (including Distributors, ISVs, OEMs, or Hosting Resellers) are expected to provide first level technical support to their licensed End Users by their Yellowfin trained personnel. This will include obligations to:

- c. Provide 'How to' support to end users, including
 - iv. Answer product questions
 - v. Research support issues in Licensor Community, Wiki, Resources, etc.
 - vi. Validate and diagnose problems
 - vii. Work with End User to ensure reported errors are reproducible
 - viii. Recommend workarounds where possible
 - ix. Rule out environment, integration, and external system(s) issues
- d. Promptly escalate any unresolved issues with the software to the Yellowfin Technical Support Desk team via the defined channels outline above.
- e. Provide a comprehensive brief to Yellowfin consisting of:
 - x. Documented example of the defect or error; and,
 - xi. If requested by Yellowfin, provide a listing of output and any other data file or logs, which Yellowfin requires in order to reproduce operating conditions similar to those present when any defect or error in the Software was discovered, validate and diagnose problems.
- f. Yellowfin support personnel shall be the sole conduits of communication with partner regarding the open case unless previously agreed upon by both partners.
- g. Yellowfin will only accept queries and defect/error requests from designated First or Second Level partner support contact(s).

9. RELEASE MANAGEMENT

New versions of Yellowfin software products are released frequently. Our goals are to:

- Make bug fixes available to customers as soon as possible
- Give interested customers early access to new features and API changes
- Make our major and minor product version release schedule reasonably predictable

a. Product Release Numbering

Yellowfin uses a two-place numbering scheme to designate released versions of its major (XX.) and minor (.YY) software products. Patches will be released each month, noted with the release year, month, and day/time stamp. Re-issued releases will use a lower case letter:

- **XX.YY** - XX = major version, YY = minor release, i.e. "7.3"
- **XX.YY Year/month/day** - monthly patch, i.e. "7.3 20161101"
- **XX.YY Year/month/day/a** – re-issue of a patch, i.e. "7.3 20161101a"

b. Feature Releases

We aim to release new versions of Yellowfin's software products every six (6) to nine (9) months. These releases will contain the bulk of new functionality. Feature releases are numbered by incrementing the minor version number. For example, the move from Yellowfin 7.1 to 7.2 and 7.2 to 7.3 would be an example of a minor release change.

Occasionally we may change to a new Major version number to indicate a major schema change. Feature releases may not be API-compatible with the previous release. This means that you should test web services, and any custom integration processes, before running a newer version of a Yellowfin software in a production environment. It is always recommended that you create backups before any upgrades are performed and that you have spent the time to test all new versions within your test environment(s).

c. Patch Releases

Yellowfin patch releases are scheduled for the last Friday of every month, unless not practical or otherwise defined, depending on the number and urgency and impact of defects that have been fixed during that particular development cycle. We aim to minimize the time between a defect being reported, and a fix being available. Patch releases will contain mostly defect fixes, plus the occasional minor new feature or enhancement. Enhancements will be limited, as the main aim of these end of month (EOM) releases is to improve stability, making no significant API changes that could disrupt end-user workflow.

Patch releases are numbered by incrementing the patch availability date. For example, the first Patch release after Yellowfin 7.1 was 7.1 20161101, followed by 7.1 20161101; Year, Day, Month

Occasionally, we will re-issue a patch release because something was faulty with the original download. In that case we will create a "re-issue" release number, for example 7.1 20161101a, noted with an 'alpha' letter following the date.

We don't expect all customers to upgrade Yellowfin every month, however system administrators should keep current on all monthly change log release notes to keep apprized of key system enhancement and defect changes. It is recommended that all system administrators keep to a scheduled up-grade process that is every 6 to 9 months.

Sometimes, a security issue or serious application bug will arise that we feel is in everyone's best interest to fix as soon as possible. In such cases, we will recommend in the Release Notes, that all customers upgrade to the latest version. It is the end-user's responsibility to ensure that designated personnel monitor Release Notes to ensure awareness of such security issues and or serious application bugs.

d. Critical Bug Interim Release

If specifically requested, Yellowfin can issue an interim patch to fix a critical bug. This patch will be outside of the scheduled release cycle. The purpose of this patch is to rapidly address a security issue or serious application bug. The interim patch will not have had full end-to-end testing and may introduce unforeseen errors. This release type is to be used with caution and must be followed up with an install of the next scheduled patch release, as the Interim Release is not a supported build. These patches will only be made available to the customer or partner who originated the request.

e. Beta Releases

Occasionally and when possible, we will release "Beta releases" of the next major Yellowfin software product version. How often and when we do so depends on the current development cycle. Beta releases will be announced on the Support page, within the Community, and to the Yellowfin-developer mailing list. Beta releases are published for testing integration and early feedback about our work, under no circumstances should the beta release be use as a production release. Yellowfin will not provide any level of troubleshooting or updates outside planned scheduled beta updates.

10. END OF LIFE SCHEDULE

To continually provide our customers with the highest quality and most cost effective solutions, Yellowfin will periodically retire older product versions. This allows us to focus more resources on enhancing current versions that support the latest technological innovations. Ultimately, this enables us to provide our customers and partners with the best BI toolsets so you can grow your business. The reasons that drive these changes include:

- a. Technical advances in computing and networking may mean that maintaining an old application, in an evolving network environment may become cost prohibitive, and

- b. By committing time and resources to older versions our ability to provide our partners with the latest technology solutions is impacted. Additionally, newer products will include fixes and/or enhanced functionality that allow for greater return on your investment.

Customers and partners requesting support on Yellowfin versions more than three (3) minor Product Releases behind the current release will be asked to upgrade to the current release before any extensive work will be performed on their product issue. Staying current ensures that your end-users have the latest enhancements and fixes.

11. END OF LIFE PRODUCT SCHEMA DETAILS

Exceptions to basic or extended product support will be announced within the Yellowfin Community, Proactive Alerts, Account Management communication, and Release Notes for the affected products.

Extended Version Support (EVS) covers general questions posted in our community, access to documentation, and review of product issues submitted to our Support Desk team. Extended Version Support (EVS) WILL NOT cover any requests, by customers or partners, for product enhancements, new development, changes in functionality, scheduled monthly product updates, or developing fixes found in a current product version.

If a product issue is confirmed within a product version that is under Extended Version Support (EVS), and a fix is found in a current Basic Version Support (BVS), the first step towards resolution will be to upgrade to the latest product version offered by Yellowfin.

If an upgrade is not feasibly possible, due to the confirmed urgency of the S1 system outage, Yellowfin will create a patch to restore functionality as outlined within the associated product version documentation.

Product Status	Yellowfin Version	General Release (BVS)	End (BVS) Support	End Of Life (EOL)
EOL	5.x	6/2011	6/2013	EOL
EOL	6.0	12/2011	12/2013	EOL
EOL	6.1	5/2012	5/2014	EOL
EOL	6.2	12/2012	12/2014	EOL
EOL	6.3	5/2013	5/2015 *	EOL **
EOL	7.0 ^	12/2013	5/2015 ^	EOL ^
Current	7.1	8/2014	11/2016	EVS - 8/2017
Current	7.2	3/2016	3/2018	EVS - 3/2019
Current	7.3	11/2016	11/2018	TBD

FIGURE 2

* Each new release designated with XX.YY will be supported for up to twenty-four (24) months from the General Release date, or to a maximum of three (3) minor releases within the same XX.YY schema. At this time the minor .YY version, using the XX.YY schema, will move into an End of Life (EOL) status, or Extended Version Support (EVS), if applicable.

** Extended Version Support (EVS) will be offered for the last minor release (.YY using the XX.YY schema) of any major release (XX. version using the XX.YY schema) will be supported up to, but no longer than thirty-six (36) months from the General Release date of the last minor .YY version within the XX.YY schema. This twelve (12) month period will allow customers time to transition. For example, 7.1 has entered into Extended Version Support (EVS) for the last year of it's three (3) year product life cycle, EVS will end on 8/2017.

^ Version 7.0 is no longer a viable upgrade path from the six series and has been deemed EOL. We will support customers through an upgrade path to v7.3+, Extended Version Support will be offered through the end of 2016.

12. LANGUAGE SUPPORT

Yellowfin will support the following eight (8) languages across major (XX.) and minor (.YY) product releases. Other languages that have been translated by our partners may be found in our Marketplace.

Yellowfin encourages, and enables, our partners to add additional language packs to our Marketplace but Yellowfin will not support any languages outside the eight (8) languages outlined below.

All major (XX.) and minor (YY.) product releases will be released with English as the core language. The below eight (8) supported languages will be updated for major (XX.) and most minor (.YY) general release versions. Language updates will not be included for end-of-month updates, beta versions, and/or some minor (.YY) release candidates.

Language Support	7 Series
English	✓
Spanish	✓
French	✓
Japanese	✓
Chinese Simplified	✓
German	✓
Brazilian Portuguese	✓
Italian	✓

13. ACCESSIBILITY

Yellowfin is committed to providing access to its software for people with a disability, defined under the US Governmental Legislation Section 508 Amendment to the Rehabilitation Act of 1973, which reinforces best practices that we encourage all organizations to follow. We proactively educate our product teams about accessible design and the Section 508 Access Board standards. We make sure to partner with companies who also hold our same company beliefs; ensuring that our partners and their end-users can take full advantage of the wonderful tools built into today's web based browsers that power the Yellowfin solution. A VPAT document will be provided upon request.