

■ 1. PowerSchool Version Update

To assist you through the management of PowerSchool, the Pearson Technical Solutions Group (TSG) offers **PowerSchool Version Update** services to provide remote update services of the PowerSchool application by Pearson System Engineers.

The Technical Solutions Group also offers a wide range of hardware and 3rd party software, designed to meet the needs specific to your PowerSchool deployment. Pearson has partnered with major hardware and 3rd party software manufacturers to resell hardware and 3rd party software directly to Pearson customers at discounted costs. Pearson provides this offering to reduce hardware costs associated with purchasing Pearson software to provide the customer a more cost effective solution.

To assist you with ongoing proactive maintenance and support of the PowerSchool application and infrastructure, the Technical Solutions Group also offers an **Enterprise Management Service (EMS)** offering. The Enterprise Management Service (EMS) is a complete comprehensive solution that manages and maintains your self-hosted PowerSchool environment and provides complete coverage of your PowerSchool environment in the following areas:

- Real-time monitoring of Server hardware, the PowerSchool Application, and the Oracle Application.
- Choice of automated or on demand distribution and installation of **all** PowerSchool version updates, state and provincial reporting updates, and PowerSchool Oracle updates
- Automated backup of PowerSchool/Oracle files with secure transfers to a remote storage location provided by Pearson.
- Remote assistance with PowerSchool / Oracle data restoration or PowerSchool New Installations.
- Technical support for the Infrastructure (including servers, virtualization, load balancer appliances, storage, SSL, 3rd party software, etc.)
- Assistance with PowerSchool Data Restoration and / or Server Migrations.

The Enterprise Management Service (EMS) offering may be purchased in lieu of the PowerSchool Version Update service and includes services to apply PowerSchool version updates as well as many other features listed above.

PowerSchool Software Version Update

The **PowerSchool version** is defined as the current version number of PowerSchool such as PowerSchool **6.x** or PowerSchool **7.x**.

The **PowerSchool version release** is defined as an update to the current version number of PowerSchool such as PowerSchool **6.x.y** or PowerSchool **7.x.y**.

1. Professional Services

The following services will be delivered remotely by a Pearson Systems Engineer:

Implementation Consultation
<ul style="list-style-type: none"> ▪ Review of the desired deployment including infrastructure readiness, network topology, and project related deliverables and schedules.
PowerSchool Configuration
<ul style="list-style-type: none"> ▪ Apply the currently available or desired version release of the PowerSchool application that is specific to the current version of PowerSchool that is installed on the server(s). ▪ Apply the currently available or desired PowerSchool State Reporting Code (SRC) version that is specific to the current version of PowerSchool being installed on the server(s). ▪ Apply the currently available version release of the Oracle Jobs that is specific to the current version of Oracle that is installed on the server(s). ▪ Provide notification details once the PowerSchool Version Update service has been applied and completed. ▪ Test and validate PowerSchool functionality for end user access.

Pricing Summary

Updates of PowerSchool / Oracle are limited to a number of PowerSchool server(s) based upon your Purchase Order amount and / or what was provided to you by your Account Executive. The fee structure for the PowerSchool Version Update service is as follows:

- **\$500 (First Server within the Production Instance)**
- **\$250 n (Additional Servers within the Production Instance)**

Where n is the number of additional servers that will exist in the customer's instance/environment at the time of the service that will be included as part of the service.

- **\$500 for each additional Non-Production Instance such as Test Bed server(s).**

To purchase this package or other Pearson Technical Solutions Group (TSG) offerings, please send your inquiries to your Account Executive or contact TSG at tsghelpdesk@Pearson.com.

For details on other Pearson Technical Solutions Group (TSG) offerings please visit us on PowerSource.

https://powersource.pearsonschoolsystems.com/f/pearson_technical_solutions_group&from=nav

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