RUNCITER ASSOCIATES

409 Madison Avenue · New York, New York 10017

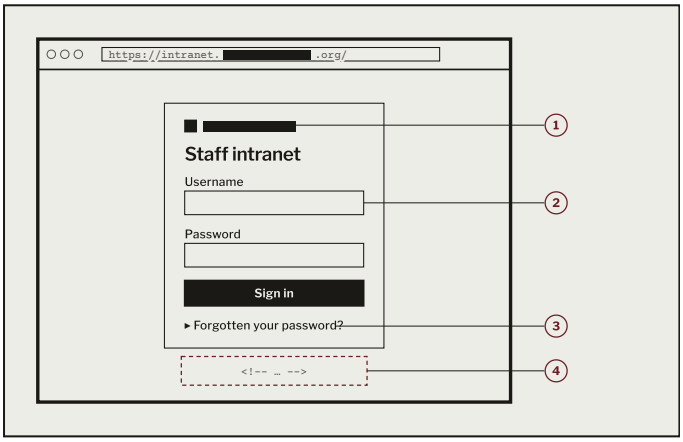
SOFTWARE · SPECIFICATION SHEET

Runciter Associates Intranet Suite 2.0

Staff mail and a directory, installed on your own systems, maintained by the firm and supported by telephone from New York. Build 4471.

Specification

Current release	2.0, build 4471 (September 2026)
Next release	2.1, in preparation
Modules	Sign-in, Mail, Directory. Documents and Calendar are planned.
Database	MariaDB 10.11, on the client's own server or hosting
Interface	Any current web browser with JavaScript. Signing in needs JavaScript.
Data files	Directory and mail delivered as JSON under `/api/v1/`
Diagnostics	Database messages shown at sign-in, with the query, for support calls
Accounts	Set up by the firm. Temporary passwords sent by courier.
Support	Telephone, Monday to Friday, 9 a.m. to 5 p.m. Eastern
Licence	Per installation, with an annual maintenance agreement



Support and rates

Service	Terms
Telephone support	Included in the maintenance agreement
Password resets	Included. By telephone to New York, business hours only.
Changes to content pages	Standard rate, one-hour minimum
Changes to authentication pages	Premium rate, two-hour minimum. Manager's approval and a purchase order required.
Work outside business hours	By arrangement with the Office of the Chairman

Each change request is given an RA number when it is received. Quote it when you telephone.

Support desk +1 212 014 0171, Monday to Friday, 9 a.m. to 5 p.m. Eastern. Password resets by telephone only. Demonstrations by appointment: +1 212 014 0147. Our protection is your protection.