



## Monarch Model Building Services FAQ

### What is a Monarch model?

A Monarch model file contains all of the definitions that have been applied to a report file during a Monarch session. These include the data extraction templates, field properties, filter, sort and calculated field definitions, and summary and chart definitions. Models save work by allowing you to apply the same settings to a periodic report each time it is generated.

### Why do I need a model?

When you start a Monarch session, you first open a report file. Monarch displays the report in the Report window. From here, in order to extract, use or export the data you have an existing model, or create a new model.

### Why should I ask Datawatch to build my model?

- You don't have time to build one yourself
- You have a particularly complex report
- You can't extract specific information from a report
- You are developing a complex summary, and more

Fact is, even advanced Monarch users sometimes get stuck trying to get information out of a report and need assistance.

### Do I get to keep the model and use it again?

Once your model has been created and you have approved it, the model is yours to keep and use with all appropriate reports.

### May I modify or duplicate my model?

Your model is yours to do with as you wish. However, please be aware that once you accept your model, Datawatch will not modify or enhance your model file unless contracted by you to do so.

### Who will be creating my model?

Our highly skilled team of Monarch technical experts have built thousands of Model Files over the years. They thrive on new challenges and the opportunity to strut their Monarch stuff!

### Are there any kinds of models Datawatch can't build?

It's unlikely, but possible. If we don't think we can build a particular model, we'll tell you why we are refusing the job.

### How quickly will I get a model made by your service?

Most customers can expect delivery of their new Monarch model file within 10 business days after delivery to Datawatch of the necessary Report Files, report extraction information and payment information. Guaranteed Model delivery within 3 days or 24 hours is available at an additional cost.

## **Monarch Model Building Services Overview**

### **How much will my model cost?**

The cost for our standard model building service is \$250 per model. Our 3-day rush service costs \$500 per model and our 24-hour super rush service costs \$1,000 per model. Please note: Datawatch reserves the right to charge an additional fee if our experts deem the model building task, for whatever reason, to be extraordinarily complex or difficult. You will be contacted in advance if an additional fee is necessary.

### **How do I pay for my model?**

Payment information must be received before any work commences. Mastercard, Visa, American Express or company purchase order are accepted. Payment can be by fax, mail, or over the phone. We will not bill you until work is complete.

### **Will my report information be kept confidential?**

Yes. No one other than employees of Datawatch who are bound by an appropriate confidentiality provision will see your report file(s). We will also return all copies of your report file(s) that exist in a tangible form upon delivery of your completed model file. And, we will also erase or destroy all copies of any of your report files and Monarch model files on our computers when your job is complete.

### **What version of Monarch do you use to build Model Files?**

All models will be built using the latest version of Monarch (currently V10.5) unless otherwise specified. If you would like a model built using an earlier version of Monarch, you must specify in advance.

### **Do you build models for earlier versions of Monarch?**

The earliest version of Monarch for which we will build models is Monarch V9.

### **How does the Monarch model file approval process work?**

After you have provided Datawatch with the completed Model File Requirements Form, and any other necessary information (such as a sample report file), we will create your Monarch model file. We will then use your new Monarch model to extract a sample table file from the report file you provided, and will send for your review the Monarch table file.

You will have five business days from receipt to examine it and to determine if your Monarch table file conforms to the specifications you outlined in the Model File Requirements Form. We require written notification (we'll send you a Monarch Model File Acceptance Form along with your Monarch table file) of your acceptance or refusal. Upon receipt of your acceptance, we will deliver your new Monarch Model File. You can send the Monarch Model File Acceptance Form to us at any point during the five day period. However, if we don't hear from you within the five-day period, your Monarch table file will be deemed officially accepted and we will send your new Monarch Model File to you.

### **What if the Monarch table file doesn't meet my expectations?**

In the event that the Monarch table file does not meet your expectations, you must notify Datawatch in writing (we'll send you a Monarch Model File Acceptance Form along with your Monarch table file) within the five day period as outlined in the section above. Upon receipt of your notice, Datawatch shall have ten additional business days to correct, modify, or improve the Monarch model file so that it conforms to the specifications outlined in your Model File Requirements Form. Thereafter, you will have five additional business days in which to review your new Monarch table file to see if it meets all of your requirements. This process may be repeated three (3) times until the Monarch table file is deemed to be acceptable. If your Monarch table file is not acceptable within forty-five business days after the initial delivery, you shall have the right and option to terminate this Agreement under the terms specified in the Monarch Model File Development Agreement.

### **I have more questions!**

Call 978-441-2200, ext. 8242 and we'll do our best to answer them.