

Clarive Support SLA

A Summary of Support and Maintenance Programs Available

SUPPORT PLANS

Clarive's policy is to respond to all customer cases within 24 hours. An incident ticket is assigned a priority number based on the nature of the issue.

Clarive Software offers 2 types of support: Standard and Gold support.

Standard support is automatically included for 1 year following license purchase, and part of maintenance.

Gold support is provided by adding 30% to the standard support maintenance price.

This is a summary of the key differences between Standard and Gold support:

	STANDARD	GOLD
Target Nodes Supported	No Limit	No Limit
Number of Jobs	No Limit	No Limit
Applications	No Limit	No Limit
Hours of coverage	9 AM – 6 PM Monday – Friday (at 1 customer corporate TZ)	24x7
Response time	P1 → 4h P2 → 24h P3 → 48h	P1 → 1h P2 → 8h P3 → 16h
Web Support	✓	✓
Number of incidents	P1 → Unlimited P2 , P3 → 10 / month	Unlimited
Patches and updates	✓	✓
Emergency response time		1h
Alerts and notifications	✓	✓
Emergency patches		✓
Telephone support		✓

SUPPORT LEVELS

Support is divided into 3 levels, with typical actions as shown below:

Level 1 (typically this level of support is to be given by the implementation partner or reseller)

- › First response to helpdesk issues
- › Evaluate if the issue is 1) product; or 2) implementation

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- › If its implementation related, direct to partner implementation support queue`
- › If the issues is usage related, guide the user on actual usage
- › Search knowledge base for known solutions and/or workaround

Level 2 (provided by Clarive support)

- › Resolve issues related to product usage
- › Determine if issue is a defect or enhancement request
- › Find root cause and search for workarounds
- › Manage all customer support relationship and expected dates

Level 3 (provided by Clarive support/R&D)

- › Resolve product defects
- › Provide emergency patches
- › Provide maintenance updates and sustaining engineering

Issues that cannot be resolved remotely or over the phone (Gold Support) will be escalated to the IT support team assigned to the site.

PRIORITIES

Requests for support will be fulfilled based on priorities (P1, P2, P3), which are determined, by urgency and level of impact, as shown below:

P1 - Critical

- › Type: Outage of the Clarive service. User cannot access the Clarive service
- › Initial Response: 1 service hour (Gold), 4 service hours (Standard)
- › Status Update: 2 service hours (Gold), 4 service hours (Standard)
- › Management Escalation: Immediate

P2 - High

- › Type: A user can access the Clarive service, however one or more significant features are unavailable.
- › Initial Response: 8 service hours (Gold), 24 hours (Standard)
- › Status Update: 1 business service days (Gold), 2-3 days (Standard)
- › Management Escalation: 2 business service days

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P3 - Low

- › Type: Other error that does not prevent the user from accessing a significant feature of the Clarive service
- › Initial response: 16 service hours (Gold), 48 hours (Standard)
- › Status Update: 5 business service days (Gold and Standard)
- › Management Escalation: 10 business days

Definitions

- › Response is defined as a “good faith” effort to communicate with the customer using the contact information provided by that customer. Response may be via phone or voice mail, e-mail, or personal visit.
- › Service Level response times to service requests are measured once a request is submitted via support.clarive.com, the Clarive issue tracking system. Other forms of contact may affect the ability of Clarive to meet the requests in a timely fashion. Examples include:
 - Direct emails to individual support personnel
 - Direct phone calls to individual support personnel

CONTACTING SUPPORT

There are three ways customers can contact Managed IT Support for remote and local support:

- › Phone: +34 91 123 8473
- › Email your help request: support@clarive.com
- › Support button via the Clarive website: support.clarive.com

ADDITIONAL INFORMATION

Patch & Release Management

Clarive provides bi-annual release updates, normally around Q1 and Q3 of the year. These releases contain major feature updates and bug fixes. Depending on the nature and urgency of customer issues, patches may be provided ad-hoc to fix specific issues. These patches will be included as part of the next major release update.

Support described in this document is provided for the current GA release and 2 releases back. In case the customer wants support for a bigger number of backward releases, a premium support package can be negotiated and agreed upon request.

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Responsibilities**Customer responsibilities in support of this agreement include:**

- › The customer is the owner of their data, their Clarive configuration, and their customizations.
- › Request help and services defined in Technical Support of this SLA.
- › Respond to Clarive staff inquiries in a professional and timely manner.
- › Maintain compliance with all software licensing requirements.
- › Adhere to relevant Clarive acceptable use and security policies and standards.
- › Provide Clarive with physical access to supported systems.

Clarive responsibilities in support of this agreement include:

- › Effectively and efficiently deploy software, software patches and updates.
- › Minimize disruptions of customer production when maintenance and support operations are performed.
- › Coordinate maintenance or repair of in-support software functionality.