

Oceania Support Guidelines

SUMMARY:

This document describes how ReadSoft Oceania provides its customers with support and maintenance services. It also provides details on customer obligations and how to get the best from these services.

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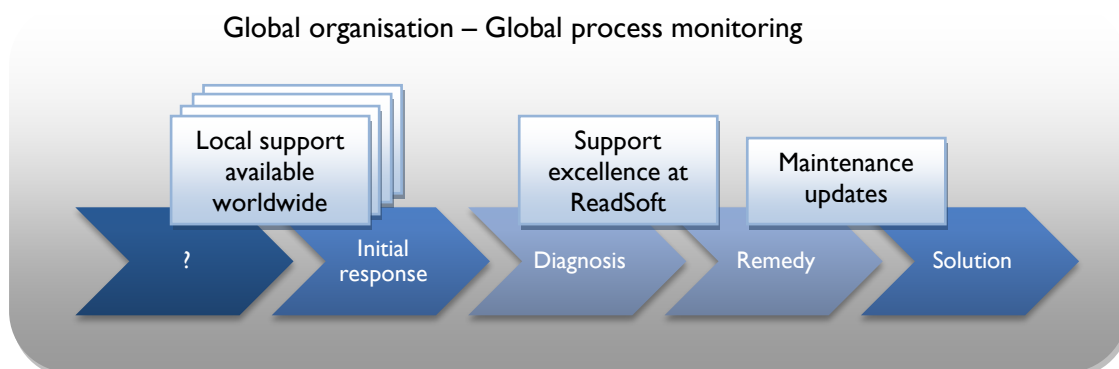
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1 The ReadSoft Support Organization

The ReadSoft Support Organization consists of a local support group in each of our subsidiaries, containing Consultants and Support Consultants, capable of resolving support requests you might have.

The local Support team in the subsidiary is backed up by international Technical Support Centres based in Sweden, Germany and the United States, where experienced specialists work together with our Research and Development team to help solve the most complicated problems. If, at any stage during the support case lifecycle, a product defect preventing business continuity is identified, the issue is resolved and the resolution is released in the regular maintenance releases.

The Support Organization is constantly monitored on a global level to provide continuous improvement to our processes for the delivery of consistent support quality around the world.



2 Oceania Support – Purpose and Scope

This document describes how ReadSoft Oceania provides its customers with support and maintenance services. It also provides details on customer obligations and how to get the best from these services.

These guidelines cover the support arrangements for the ReadSoft product suite according to the licensing specifications in your Support and Maintenance Agreement. Support of product customisations is not covered in the standard Support and Maintenance Agreement, but is available under our Customized Support Service Agreement. Support of any third part products is not included in any of our support offerings.

3 Contacting Oceania Support

3.1 Contacts

In line with the service contract requirements, ReadSoft will interface with two named contacts within the customer site who have been fully trained in using and managing the ReadSoft solution. The customer is expected to keep these contact details up to date and ensure that the named staff are fully trained to meet the clauses of the Support and Maintenance Agreement. Details to be provided include: name, position, telephone number, email address and training provided.

3.2 Methods of contact for support requests

Support website: <https://support.readsoft.com>

Telephone: **1300 732 328**

Email: **support-au@readsoft.com**

3.3 Obtaining support and maintenance information

When you sign the Support and Maintenance Agreement, you will obtain access to our support website containing a Q&A section which deals with known support issues, maintenance information and information concerning Oceania Support. The website address is <https://support.readsoft.com>.

3.4 Questions and concerns about Oceania Support

For additional information about Oceania Support, please contact the Support Team Leader on **Telephone +61 2 9085 5610** or email william.tsang@readsoft.com.

Concerns may be addressed through Professional Services management. Please contact the Professional Services Director on **telephone +61 2 9085 5607** or email sal.hijazi@readsoft.com.

4 Important information about placing support requests

In order to obtain a timely resolution for your support requests, please follow the five step process below:

4.1 Compile the relevant data that is needed to describe the problem

Relevant information supplied immediately facilitates the problem analysis and makes it possible to deliver a quick solution. Use the bullet points in section 6.2 as a guideline for structuring the information in an appropriate manner.

4.2 Reporting the problem

Once an issue can be replicated, please contact us using any of the 3 methods mentioned above. It is best to use the on-line support tool as there is a searchable knowledgebase, where the issue you are having, may have occurred before and you may be able to resolve the issue without contacting us.

Please send us all the relevant files that are needed to replicate the issue and provide instructions on how the issue can be replicated. Please also ensure that you include the version and build of the ReadSoft product you are using.

4.3 Be prepared to answer questions

If the problem cannot be solved at the first attempt, further analysis to exclude possible causes will be necessary. This requires your participation by carrying out suggested tests and answering questions put forward by the Support Consultant.

4.4 Secure the availability of solution competence at your site

If the problem seems to be situated in the area of system administration or configuration, ensure that you have access to system operator competence in order to conduct additional tests, collect necessary material for further investigation at ReadSoft, or carry out attempts to restore system functionality. This is especially important when experiencing severe production disturbances.

4.5 Always refer to the case number when communicating

When sending in a support request, the first response from ReadSoft is the message of confirmation which contains a support case identification used for tracing the case within our organization. Please refer to that number in all communication. That allows us to quickly identify the specific request and reduce the resolution time.

5 Categories of support requests

5.1 Support requests covered by Support and Maintenance Agreement

Support requests that come through to Oceania Support fall into one of the three following categories:

1. Reports of unexpected behavior in the Product as per normal operations and current Solution Description
2. Reports of Product functionality disturbance caused by malfunction in the Product
3. Specific Product functionality questions not fully covered in the customer's documentation

5.2 “Non-support” requests

Oceania Support will always make an attempt to transfer any request falling outside of the above-mentioned categories to the appropriate area within the subsidiary. You will always be informed of the action taken in passing on such non-support requests. Non-support requests will not be attended to under the same response times as the support requests. Examples of non-support requests are:

- **Issues concerning additional sales:** These issues are transferred to your account manager at ReadSoft.
- **Customisation issues:** These will be handled if you have a specific customisation support agreement. If not, the issue will be transferred to Consulting Services for follow up.
- **Issues concerning third party products not supported by ReadSoft:** After identification, you will be requested to contact the appropriate third party.
- **Issues concerning API:** After identification these will be transferred to our Consulting Services for follow up.
- **Issues emanating from usage of non-recommended (non-certified) infrastructure:** After identification, you will be requested to adapt your infrastructure according to our recommendations.
- **Issues concerning administration of external databases such as MS SQL Server or Oracle:** The case will be returned to your internal database administration.
- **Training needs:** These will be transferred to our Consulting Services for follow up.

6 Procedures

6.1 Steps to follow before placing a support request

Before placing a support request to Oceania Support, please first perform the following steps:

- Consult the appropriate documentation to determine if the product is functioning as documented.
- If possible, duplicate the problem to ensure that there is not a procedural error.
- Verify that any recent product updates were applied correctly.

6.2 Minimum information required in a support request

The minimum level of information you are required to present to ReadSoft on a support case is:

- Your Company name and your name (or your license number)
- The product version
- A description of the issue or malfunction
- The priority level of the issue in relation to your daily operations. (Please refer to section 8.1 for Support Priority levels.)
- A description of the command(s) and procedures that have resulted in the request
- A description of the hardware and software environment. (You can refer to earlier descriptions if your environment remains unchanged since your last support request.)
- Specification of version and potential updates of the product. (You can refer to earlier descriptions if your environment remains unchanged since your last support request.)
- Any recent changes or updates to your system
- Examples to replicate the issue
- The resulting output, including error messages (if any)
- The expected output or outcome
- Any special circumstances surrounding the discovery of the issue

If a support request does not contain the information mentioned above, Oceania Support will most likely have to pose complementary questions which will delay resolution of the issue.

You may be asked to supply screen prints which detail the steps taken prior to the problem occurring and the ensuing results.

6.3 What to expect when placing a support request

Your initial contact will be a Support Consultant who registers your support request, collects the information required to resolve your request, and delivers the Support ID uniquely identifying your support case.

If the request cannot be resolved at first contact, a Consultant with skills that correspond to the product area will begin to work on the problem as soon as possible.

The registered support case will be updated with all appropriate information relating to conversations with you, any internal conversations related to the support case, and the results of any testing.

The following steps will apply to any support case during its lifecycle:

- During the first contact with you, the Support Consultant will try to get as much information as possible relating to the support case in order to correctly understand the issue and the cause of the issue.
- All issues will be regarded as support requests and registered.
- Once the Support Consultant receives your support request, they may make further contact to repeat back their understanding of the issue and the facts given to them. This will give you an opportunity to clarify any information. It is important that the person reporting problems from your organisation has a thorough understanding of the product involved.
- Unless an immediate solution can be provided, a priority level, based upon the definitions in section 8.1 will be agreed, and your support case will be processed accordingly.
- If a recent product update has been applied to your system you will be asked to confirm that this was applied correctly and that all steps were performed and completed successfully.
- The Support Consultant will attempt to duplicate the situation in the ReadSoft test environment. This may lead to requests for more information from you.
- During all the above steps the Support Consultant will deliver information to resolve the issue by clarifying product functionality and suggesting actions for restoration of lost performance or functionality in order to deliver a successful solution.
- If the Support Consultant believes that there is a product malfunction issue, you will be asked for all the appropriate information in order to establish the scenario that led up to the problem, e.g. screen prints of the results that indicate there is a problem.
- If a non-critical malfunction can be duplicated at the International Support Centre, a Maintenance Request will be issued in order to correct the malfunction. The correction will be

provided to you as a Hotfix/Pre-correction and is also included in one of the upcoming Service Packs. You will be informed of the release of the Service Pack and the included corrections and new features.

- If the product malfunction causes a critical issue, the Support Consultant will request a Hotfix/Pre-correction from the Solution Lab. If approved, the Hotfix/Pre-correction will include amended program code for all modules affected, documentation of the problem and its solution, and installation instructions.
- After the Hotfix/Pre-correction has been applied and you have completed testing, please confirm to the Support Consultant that it has been successful so that the Support Case can be closed. If the code update does not solve the problem, the Support Consultant will want to know any new information, and the support case will continue for resolution.
- Sometimes, what you have reported as a malfunction turns out to be a situation where the product is in fact working as designed and documented. If this is the case, the Support Consultant will inform you, but will discuss alternative ways in which you could possibly achieve the required function.
- The support case will be closed but the Support Consultant may also suggest that you submit a Feature Request to ReadSoft. Forms for this are available on the ReadSoft Customer website.

7 Maintenance

All product updates will be published for download at ReadSoft's Customer website. A product update consists of all the necessary files, installation guidelines, and release notes containing the changes in the update.

Any issues in downloading product updates should be forwarded to Support.

7.1 Customer responsibilities in applying supplied Fixes

It is the customer's responsibility to apply all product updates supplied, in accordance with the accompanying instructions, and to inform ReadSoft when this has been completed.

If all product updates from all orders supplied are not installed, or if the product updates have not been installed correctly, the integrity of your system is put at risk and thus its supportability.

Please note ReadSoft's release support policy:

- ReadSoft provides full support for the current version release and one previous version release.

- ReadSoft will provide back-level support, which means that no new code fixes will be available for older versions.
- ReadSoft will give customers notification before moving a release from full to back-level support.

8 Prioritizing and managing support requests

8.1 Support priority levels

In order to provide timely and appropriate service for all our customers, each customer will be asked to work with us in assigning a problem priority level to each problem or question called into Support. These priority levels tell the Support Consultant how each problem affects you and your organisation and also assist us in prioritising and managing the work that is done for all our customers. The meaning of the priority level assigned to your support case is as follows:

Critical	The presence of a Critical issue implies that there is a complete stoppage of the product's functionality and the product cannot be used at all by any user.
Serious	A Serious issue heavily affects the product's functionality but can be circumvented so that the Product can be used.
Inconvenient	An issue having a material effect on the functionality of the software.
Minor	An issue having minor affect on the functionality of the software.

8.2 Service Level Agreement

Below is a table of our service level agreement. All hours are business hours only and this does not include public holidays.

Priority	Initial Response	Remedy	Solution
Critical	2 hours	12 hours	80 hours
Serious	2 hours	40 hours	13 days*
Inconvenient	2 hours	7 days	16 days*
Minor	2 hours	10 days	20 days*

* defect fixed within one of the upcoming Service Packs

8.3 Explanation of the resolution process stages

Initial response

The initial response from Oceania Support confirms that a support request has been issued. Case ID created and delivered, and initial problem description documented. Case priority assessed based upon the priority level definitions in section 8.1.

Remedy

The support request has been assigned to a Support Consultant who attempts to determine the cause of the issue and evaluates the method needed to resolve the issue and bring the system/feature to an operational status.

During this phase the Support Consultant may request additional information and ask for tests that eliminate possible causes of the issue.

The necessary procedures have been delivered in such a way that the product's functionality is restored, at least to a decreased severity level.

Solution

This means that the necessary procedures have been executed in such a way that the issue causing the problem no longer recurs (or is identified to be outside the present functionality).

8.4 Escalation

If you are concerned about the resolution of a specific problem already with Oceania Support, the Professional Services Director should be contacted (details provided in section 3.4). Discussions between the Director and the Customer should result in a proposed plan of action to resolve the issue. If this proves unsatisfactory, the issue will be dealt with through our Account Management.

9 Support for non-ReadSoft Products and software

Some non-ReadSoft software is supplied by ReadSoft for use with our products. Support for this third party software may be provided by ReadSoft or the third party organisation, depending on the clauses in your Support and Maintenance Agreement.

10 Disclaimer

All information in these guidelines is subject to periodic change and revision.

Whilst every effort has been made to ensure these guidelines are accurate, ReadSoft excludes its liability for errors or inaccuracies (if any) contained herein.

These guidelines may contain references to optional products or to facilities which require a separate license or agreement. You should consult your ReadSoft account manager for further information.

These support guidelines may be subject to change through our Quality Management System and therefore may not be the latest version.

If you wish to ensure that this is the latest version, please contact the Support Desk for confirmation.