

# Australian Support Guidelines



## **SUMMARY:**

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

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# 1 Purpose and Scope

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

These Guidelines covers the support arrangements for the Readsoft FORMS and INVOICES products according to the licensing specifications in your Support and Maintenance agreement. Support of product customisations or third party products not included as ReadSoft's responsibilities in the agreement is not covered by this document.

## 2 How to contact Readsoft Product Support

There are two support channels for different purposes:

- A mailbox: **support-au@readsoft.com** mainly suited for ordinary support requests of Low and Inconvenient priority.
- A telephone number: **1300 732328** mainly suited for emergency support, to use when your system experiences problems of Critical or Serious priority.

We require that a critical or serious case also be followed up with an e-mail providing the required level of supporting information.

For definition of priority levels, see section 5.1.

### 2.1 Placing of support requests

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

#### 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 bullets in section 4.3 as help for structuring the information in an appropriate manner.

#### 2. **Send in the problem description / Call in the problem**

Use the mail channel specified in section 2 as your first point of contact when dealing with support issues of Low and Inconvenient priority. It gives you a better chance that the support issue reaches proper competence immediately.

Use the phone number specified in section 2 as your first point of contact when dealing with support issues of Serious and Critical priority. Plus follow-up with a supporting e-mail.



### 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 technician. If that is not possible, refer to a person familiar with the problem, who is able to conduct the investigations needed for a solution.

### 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.

### 5. When communicating on the case, always refer to the case number received at confirmation.

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 your communication. That allows us to quickly identify the specific request and reduce the resolution time.

## 2.2 Obtaining support and maintenance information

When you sign the Support and Maintenance agreement, you will obtain access to a Website containing Q/A about known support issues, maintenance information and information concerning the Product Support Group. The website address is [www.readsoft.com.au](http://www.readsoft.com.au)

## 2.3 Questions about support organization

For additional information about the support organisation, please contact the Professional Services Manager on **Tel: +61 2 6085 5607** or e-mail: **Sal.Hijazi@readsoft.com**.

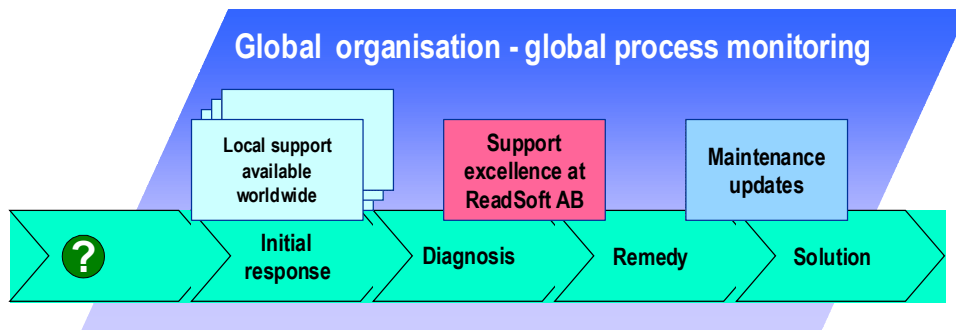


# 3 Organization

The Readsoft product support organization consists of a local support group in every one of our subsidiaries, containing product technicians and product specialists, capable of resolving support requests you might have.

The local customer support team in the subsidiary is backed up by an international technical support center based in Sweden, where experienced specialists work together with our Research and Development to help solve the most complicated problems. If, in the support work, a product defect preventing production is identified, the issue is resolved and the resolution is released in the regular maintenance releases.

The support organization is continuously monitored on a global level in order to improve our processes thus delivering consistent support quality around the world.



# 4 Procedures

## 4.1 What Types of Support requests should go to Product Support?

Support requests that come through to Product 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.

The Readsoft support organisation 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 made to pass on such a non-support request. The non-support requests will not be treated 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 3rd party products not supported by Readsoft AB  
- After identification, you will be requested to contact the appropriate 3<sup>rd</sup> party.
- Issues concerning API  
- After identification they 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.

## 4.2 Before placing a support request

Before placing a support request to Readsoft Product 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.



## 4.3 Minimum information 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 brief description of your issue.
- The severity level of the issue in relation to your daily operations.
- 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)
- A description of the problem or malfunction.
- Examples of input.
- The resulting output, including error messages (if any).
- The expected output or outcome
- Any special circumstances surrounding the discovery of the malfunction.

If a Support Request does not contain the information mentioned above, Readsoft Support will most likely have to pose complementary questions which will delay resolution of the solution.

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



## 4.4 When placing a Support Request

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

If the request cannot be resolved at first contact, a product specialist 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, a support consultant will try to get as much information as possible relating to the support case in order to understand the issue and the cause of the issue correctly.
- All issues will be regarded as support requests and registered.
- Once the product technician receives your issue, they will repeat back their understanding of the issue and the facts given to them. This will give you an opportunity to clarify any information but this means that the person reporting problems from your organisation must have a thorough understanding of the product involved.
- Unless an immediate solution can be provided, a Priority level will be agreed based upon the definitions in section 5.1, 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 moments were performed and completed successfully.
- The Product Technician 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 Product Technician will deliver information in order 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 Product Technician believes that there is an Product malfunction issue, then 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 the malfunction can be duplicated at the International Support Center, a Maintenance Request will be issued in order to correct the malfunction. The correction is included in one of the upcoming Product Service Packs. When the correction is scheduled, you will be informed of the scheduled release.
- If the Product malfunction causes a critical issue, the Support Consultant will send the correction to you as a Hotfix. This will include amended program code for all modules affected, documentation of the problem and its solution, and installation instructions.
- After the Hotfix has been applied and you have completed testing, please confirm to a Product Technician that it has been successful, so that the Support Case can be closed. If the code update does



not solve the problem, the Product Technician will want to know any new information, and the Support Case will be continued upon.

- 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 Product Technician 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 Product Technician may also suggest that you submit a Change Request to Readsoft. Forms for this will be available at the Readsoft Support website.

## 4.5 Maintenance

All available Service Packs will be published for download at Readsoft's Support Web site. A Service Pack consists of an installation file, installation guidelines and release notes containing the changes in the software.

It is also possible to order a CD containing the latest Patch or Service Pack. This is charged on the basis of time and cost of production and transport. The order form and cost will be published at the Support Web site.

## 4.6 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, then the integrity of your system is put at risk and thus its supportability.

To clarify 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.

## 4.7 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 must keep these contact details up to date and ensure the staff are fully trained to meet the clauses of the Support and Maintenance agreement. Details to be provided include: name, position, telephone number, e-mail address and training provided



# 5 Criteria

## 5.1 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 Product Support. These Priority levels tell the Product Technicians 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:

<b>Critical</b>	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.
<b>Serious</b>	A Serious issue heavily affects the product's functionality but can be circumvented so that the Product can be used.
<b>Inconvenient</b>	An issue having a material affect on the functionality of the Software.
<b>Minor</b>	An issue having minor affect on the functionality of the Software.

## 5.2 Explanation of the resolution process stages

### 5.2.1.1 Initial response

The initial response from Readsoft 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 5.1

### 5.2.1.2 Diagnosis.

The Support request has been assigned to a support technician 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 technician may request additional information and ask for tests that eliminate possible causes of the issue.

### 5.2.1.3 Remedy.

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

### 5.2.1.4 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 product functionality).



## 5.3 Escalation

If you are concerned about the resolution of a specific problem already with Readsoft Support, then the Professional Services Manager should be contacted (details provided in section 2.3). Discussions between the Manager and the Customer should result in a proposed plan of action to resolve the issue. If this proves unsatisfactory, then the issue will be dealt with through our Account Management.

## 5.4 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.

## 5.5 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.

