



ASP SUPPORT HANDBOOK

2016

Note:

All Exucom Support Plans require customers to initiate all support cases directly with Exucom Systems Inc,

Exucom Systems Inc.

www.exucom.com

WELCOME

This handbook is designed to help you become acquainted with Technical Support at Exucom Systems, Inc. (herein Exucom) and get the most out of your Support experience. Please review this handbook in its entirety so that you are aware of how to locate the information you require at any point in the future. By following this guide, you will understand how Exucom Technical Support operates and the benefits provided to you and your organization.

TECHNICAL SUPPORT PROGRAM

The Exucom ASP Technical Support Program enables Exucom to function as the customer's first line of Technical Support. The purchase of an Exucom ASP Support Plan, backed by our strategic partners, enables customers to obtain a premium enhanced level of support from the organization that installed and configured their system. Utilizing this plan provides customers with the opportunity to work through issues with Exucom and its strategic partners and provides Exucom's OpenText Certified Support Technicians the ability to contact OpenText Technical Support on their behalf.

Exucom Offerings (3) three Unique Support Levels to meet all customer needs.

- Premier Support
- 7X24 Premier Support
- Enterprise Support

CONTACTING EXUCOM SUPPORT

Premier Support Hours are Monday-Friday 8:00 AM – 5:00 PM, Local Time.

Exucom Systems provides (2) two avenues for support ticket submission.

Telephone Support: Dial 847-854-5686 Ext 6

Email Support: Support@exucom.com

TECHNICAL SUPPORT MATRIX

SUPPORT PROGRAM OFFERING	PREMIER	7X24 PREMIER	ENTERPRISE
Exucom First Line of Support	✓	✓	✓
New Releases/ Maintenance Updates/ Service Packs	✓	✓	✓
Access to OpenText Knowledge Base	✓	✓	✓
Access to Exucom Knowledge Base (launches March 2016)	✓	✓	✓
Product Documentation	✓	✓	✓
Product Information	✓	✓	✓
Notification of Important Technical Issues and Updates	✓	✓	✓
Senior Level OpenText Certified Support Technicians	✓	✓	✓
Technical Support During Standard Business Hours	✓	✓	✓
Exucom Remote Assist™	✓	✓	✓
Technical Support Issue Isolation, Identification & Resolution	✓	✓	✓
Assigned Account Manager	✓	✓	✓
Unlimited 8X5 Support Incidents	✓	✓	✓
Unlimited After Hours Support Incidents	✗	✓	✓
Extended Hours (24/7)	✗	✓	✓
Dedicated Account Team	✗	✗	✓
SENCORE Hybrid Cloud DR Connector	✗	✗	✓
Service Pack and Service Release Application Upon Request	✗	✗	✓
Designated Support Team	✗	✗	✓
(2) Two days Professional Services (onsite/remote) Per Year	✗	✗	✓
Priority Response Time and Case Routing	✗	✗	✓
System Monitoring	✗	✗	✓
Number of Support Contacts	Available Add-on	Available Add-on	Optional
Monthly Support Review Calls	2	4	10
Product Roadmap Reviews	✗	✗	✓

PREMIER SUPPORT PLAN OVERVIEW

The Exucom Premium Support Plan is our standard customer plan and is designed for clients who can address technical support issues during regular business hours. This plan includes unlimited access to Exucom Technical Support on a business-hour basis via phone or e-mail support. The Premium Support Plan includes the ability for you to access Major Software Upgrades, Service Releases, Knowledge Base Articles & Documentation online through OpenText's web portal.

In addition to phone and e-mail support, the Premium Support Plan includes the ability for our Technical Support staff to assist you with technical issues upon your request, via Exucom Remote Assist™ remote services at no additional charge. We feel this is a superior method in the context of faster problem isolation, identification and resolution, resulting in greater uptime and a higher level of overall service.

Utilizing this plan provides customers with the opportunity to work through issues with Exucom and provides Exucom's OpenText Certified Support Technicians the ability to contact OpenText Technical Support on their behalf.

Plan Details

Number of incidents: Unlimited Phone, E-mail and Exucom Remote Assist™ Support Incidents for the Duration of the Plan

Hours of coverage: Monday - Friday, 8:00 AM – 5:00 PM, Local Time

Excluded Holidays: New Year's Day, Memorial Day, 4th of July, Labor Day, Thanksgiving, Christmas

Number of uniquely serialized (SUID) applications covered on one plan: 1

Number of customer contacts: 2

Plan duration: 1 Year

7X24 PREMIER SUPPORT PLAN OVERVIEW

The Exucom 7X24 Premier Support Plan is designed for clients with mission-critical applications that require access to Exucom Technical Support, 24 hours a day, 7 days a week. This plan includes all services included in the Premier Support Plan, plus 7X24 expanded coverage. It is an optional package that can be added to a customer's Exucom Premier Support Plan.

ENTERPRISE SUPPORT PLAN OVERVIEW

The Exucom Enterprise Support Plan is our most comprehensive support plan. This plan includes everything included in the 7X24 Premier Support Plan, plus a number of additional services and benefits. It is an optional package that can be added to a customer's Exucom Premier Support Plan. Additional Program Services and Benefits include:

- Unlimited After Hours Support Incidents
- Extended Hours (24/7)
- SENCORE Hybrid Cloud DR Connector
- Service Pack and Service Release Application Upon Request
- Designated Support Team
- Two days Professional Services/Onsite Visits Per Year
- Priority Response Time and Case Routing
- Support ticket Reporting
- System Monitoring (optional)
- Advanced Hardware Replacement (optional)
- Number of Support Contacts (10)
- Monthly Support Review Calls
- Product Roadmap Reviews

ENTERPRISE DEDICATED ACCOUNT TEAM

The Exucom Dedicated Account Team's responsibilities includes:

- Notified of all cases to ensure the cases are tracked, managed and escalated appropriately to provide prompt response and resolution times
- Responsible for customer notification of critical updates and product information
- Provide monthly reviews of support incidents and reports
- Quarterly customer environments checkups/reviews
- Two Days onsite (scheduled) installation project.
- Dedicated Project Manager and Project Plans for scheduled upgrades
- Scheduled vendor provided patch implementation for covered system SUID(s)

CASE PROCESS

In general all case submissions will be handled using the following case management process:

Step 1: Customer case request received and assigned case number for tracking purposes

Step 2: Case is reviewed and assigned a severity level and placed into the support processing queue.

Step 3: Case is assigned to an engineer who will respond via email/phone to gather the pertinent information for review

a) In some cases the engineer may need to reproduce the issue on your system as well as our in-house test system

Step 4: Resolution/ Escalation

a) If case is resolved through technical support, engineer will verify with customer that case can be set to “resolved” and close in the ticketing system.

b) IF ESCALATION SEE BELOW

ESCALATION STEPS:

We work diligently to provide the highest quality frontline support. If an issue is deemed to require vendor support, the Exucom helpdesk will transfer the issue to the Exucom escalation team who will verify and submit the issue on your behalf to the vendor for resolution.

Step 1: Exucom Engineer will escalate case to the Exucom Escalation Team (EET)

Step 2: EET may perform additional troubleshooting and verification of case escalation to vendor

Step 3: EET notifies vendor of case and schedules case troubleshooting

Step 4: EET and vendor will work with customer to determine if the case issue has a beta patch available or if case needs to be forwarded to development for case resolution

Step 5: Exucom Account Team follow issue with vendor development to provide timely updates to customer.

CLOSING A CASE

Exucom will only close a case upon successful resolution. A case will never be closed if an issue requires an upgrade, vendor patch or feature enhancement. The case would instead be set to “pending” and followed up periodically by your Exucom team member.

Note: Issues will be automatically closed due to inactivity after 72 hours of no customer response

VERSION SUPPORT

Exucom's support lifecycle follows the Vendor Support Lifecycle. In the event of software defect requests, Exucom will submit on your behalf, patches and bug fixes to each version for a period of at least eighteen (18) months after the subsequent version is made available to subscribers of the Software Maintenance Program. Support for products that have reached vendor end-of-life (EOL) is provided on a "best effort" basis and is considered covered under the Past Maintenance offering.

FULLY SUPPORTED OVERVIEW

- Covers the most recent version of the product and one prior product version
- Allows for submission of bugs/product enhancements on your behalf
- Fully supported by Exucom and Vendor
- Service releases/beta patches available from vendor for download

PAST MAINTENANCE OVERVIEW

- Product versions deemed EOL by vendor are supported on a "best effort" basis.
- No new code fixes or enhancement requests can be requested for these versions

CASE SEVERITY LEVELS AND RESPONSE TIMES

Each case will be entered by customer via email or telephone during covered plan support business hours will be assigned an appropriate Severity Classifications as follows:

Severity 1 - A case will be classified as Severity 1 if the Performance Issue reported causes the Covered Software to be functionally **inoperable** and prevents the Covered Products from being used in Production Mode. Production Mode means use of the Covered Software, as contemplated by its accompanying documentation, by Customer end users for their internal business purposes and not for testing purposes.

Severity 2 - A case will be classified as Severity 2 if the Performance Issue reported demonstrates that a **function is not working** or materially restricts your use of the Covered Products in a Production Mode as documented as a result of a Problem, and there no work-around or reasonable alternative method available, and the use of this function is immediately critical to the customer's business. The Severity 2 Classification does not include questions on end use and configuration of the Covered Software.

Severity 3 – A case will be classified as Severity 3 if the Performance Issue reported demonstrates that a function is not working but **with a work-around** or alternative method available; or a function is not working and there is no work-around method available. Use of the function is not immediately critical to the business but the function is necessary or a minor defect in the Covered Products which does not materially restrict your use of the Covered Products in a Production Mode.

Severity 4 – A case will be classified as Severity 4 if the Customer has **general questions** about system configuration or a function is not working as documented as a result of a Problem, however, the incident has a minor impact or has no impact to the customer's business, but is requested to be fixed.

CASE TARGET RESPONSE TIMES

Exucom’s target response times are a guideline used by our technical support staff to ensure timely response and resolution to our customer issues.

Severity Level	Initial Response	Session Initiation Goal (inclusive of Initial Response time)	Resolution Goal (if programming is not required)
One	30 min or less	1 hour	24 hours
Two	1 hour	2 hours	24 hours
Three	2 hours	12 hours	48 hours
Four	24 hours	48 hours	72 hours

Session Initiation Goal defined as the amount of time after receipt of a case by Customer and the initiation of Customer end user communications using a remote desktop connection for the purpose of commencing the work necessary to attempt to achieve a resolution of the case, within the applicable hours of customers support plan.

Resolution Goal if Programming is Not Required defined as the amount of time before an acceptable resolution is applied to the submitted issue for the days of the week and times of day that are covered under the customer support plan.

PRODUCT BUGS/DEFECTS

If your case is determined to be a defect in the vendor product, the issue is submitted to the vendor development team by Exucom support team. Exucom’s support team will manage the defect resolution through the vendor lifecycle and update the case number regarding the status of the vendor team.

ADDITIONAL SERVICES AVAILABLE

Exucom's unique business practices offers to provide our customers access to some of the best services offerings in the industry.

PROFESSIONAL SERVICES

Exucoms is backed by a team of OpenText Certified Engineers with more than 10 years each of Rightfax experience. Exucom Professional services include discovery, project plan and management, implementation services. Our implementation team is skilled in upgrade, new installation or configuration services and are available both remotely and onsite (additional fee's may apply).

MANAGED SERVICES

For customers with limited resources or lack of a Rightfax administrator, we offer the managed services offering. Short term and long term plans allow you to leverage Exucom to bridge the gap, or reduce the cost associated with application specific employees.

OUR PROMISE TO YOU

Exucom's promise to you is to always be a customer centric organization. As such our promise to you is the following

- No person in this organization is unavailable. Feel free to contact anyone in the organization if you feel you need additional assistance at any time.
- We will continually review and improve our support processes to ensure streamlined service delivery
- We will provide resources to our customer beyond the typical VAR(value-added reseller) relationship.