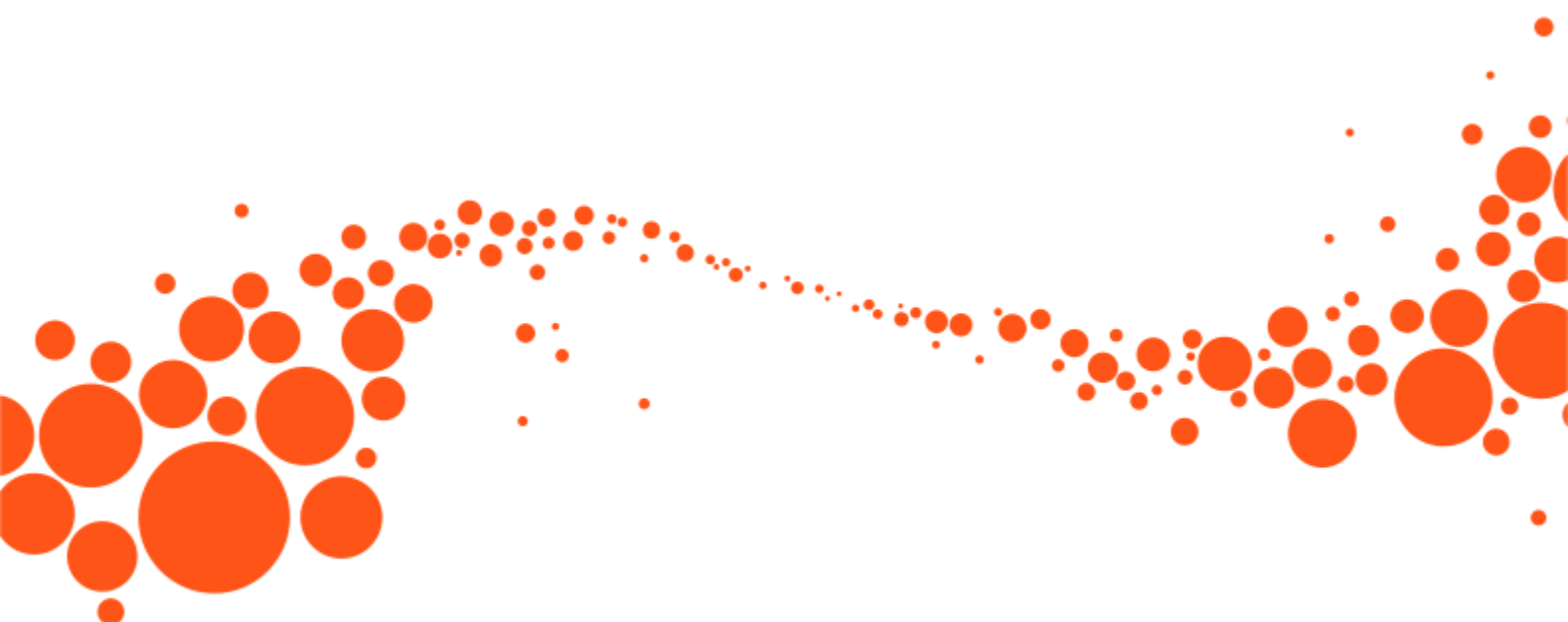




Support Services Policy



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1. Service Deliverables

The Support Services Policy details the support services supplied to Master Subscription Agreement holders during their subscription period.

1.1. Subscription Entitlements

All services provided will be delivered to subscribers' dependent upon the edition they subscribe to as detailed in the services table below:

Services Table

Support Service	Bu	En	UI
Response via direct email.	✓	✓	✓
Telephone support direct to/from help desk.	✓	✓	✓
Guaranteed one-hour response time (During Business Hours) for support via direct contact.	✓	✓	✓
24/7 critical failure support response.			✓

Editions key

Bu – Business, En – Enterprise, UI – Ultimate

1.2. Support Services

Delivering support via a variety of options;

1.2.1. Online Website

Our website <https://help.solarvista.com/> includes information on getting started, setting things up, using the system, developer APIs, Known Issues and other useful information. This is continuously updated with new content.

1.2.2. Direct Email

Requests for assistance can be emailed to our team of experienced support professionals who will endeavour to fulfil your request by return email. Our team can be contacted at service@solarvista.com

1.2.3. Telephone Support

Telephone requests for assistance to our help desk team who will strive to manage your enquiries efficiently making any on-going communications with you via telephone. Our team can be called on 0114 2211000 #2

1.2.4. Dedicated Account Manager

Upon subscribing you will receive assistance from an account manager who will be available to help with information you may require to enable you to gain the maximum benefit from your subscription.

1.2.5. Guaranteed Response Time

With the availability of direct contact to our advisors we are able to guarantee a one-hour response to all of your support enquiries during business hours.

1.2.6. 24/7 Critical Failure Support Response

Our team conduct monitoring of your environment 24/7. With critical failure support you are able to receive the latest communications regarding the progression of any critical failure incident you may have reported.

A 'critical failure' is defined as:

A critical issue in production that severely impacts your use of the service. The situation halts your business operations and no procedural workaround exists.

- The Service is down or unavailable.
- Data is corrupted or lost and must be restored from backup.
- A critical documented feature / function is not available.

Critical issues may require the customer to have dedicated resources available to work on the issue on an ongoing basis with the Solarvista support team.

1.2.7. Monitoring & Real Time Status Website

Solarvista endeavour to inform customers of outages as they occur. Solarvista's Operations & Support team proactively and comprehensively monitor the health of the platform using a variety of means. This includes but is not limited to:

- Microsoft Azure telemetry
- Power BI dashboards
- Nagios
- Real-time alerting to problems.

Monitored targets include the following:

- Microsoft datacentre and service status'.
- 3rd Party integrations service status'.
- LIVE, X9, Websites, and Infrastructure services critical to the platform.

Real-time platform status is available at <https://status.solarvista.com/>