Support Reference Guide for the Viewlocity Products

2013

Viewlocity Technologies Pty Ltd

http://www.viewlocity.com/solutions/index.html

Support Reference Guide for the Viewlocity Products

December 2012

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Global Customer Support

Overview

As a world-class solutions provider, Viewlocity Technologies offers our Customers and Alliance Partners a choice of several levels of customer support, all of which provide dependable and timely resolution of technical inquiries. Customers and Alliance Partners who are covered by a Support Agreement will have access to support for critical issues available seven days per week and twenty-four hours per day.

Customers and Alliance Partners can access our global support organization by using the toll-free telephone service, e-mail or by submitting support requests over the Internet. Progress of support requests can be monitored over the Internet as well. The Viewlocity Support website provides customers and alliance partners with access to our knowledge database, product bulletins, product patches, product manuals, documentation updates, e-group discussion forums and a customer feedback option. Customers and Alliance Partners will have unlimited access to trained maintenance personnel. As you have registered for Support, you are entitled to start using the services detailed in this *Support Reference Guide* document.

There are defined terms used throughout this document. Definitions for those can be found in the *Glossary* located at the end of this document. Viewlocity Technologies may from time to time modify this Support Policy and Procedures to reflect market conditions and as we feel is necessary to better serve our customers. When we do this, we will give you prior notice and will only enforce such new policies on the next time you renew your contract with us.

The Support Organization

Viewlocity Technologies Support is a global organization responsible for Product Support worldwide. The Global Support organization is divided into front-line support and back-line support:

Front-Line Support – Single point of interface with our customers in addressing individual inquiries and, or product-related issues. With a solid technical background and an active customer focus, front-line support is the "motor" in the resolution process. Front-line support's key responsibility is to deliver accurate and timely answers to our customers.

Back-Line Support – This is the technological backbone of our support organization. Backline support has two major roles:
- Act as a deeper technical resource for all local front-line support centers and
- Produce information that will be published on our support Website or will be included in training programs.

The consultants on the back-line support team are located in the R&D centers. This not only ensures a smooth and efficient resolution process, but also an efficient skills transfer to the support organization as well as to our customers. The location of our support centers allows Viewlocity Technologies to provide overlapping resource availability to ensure that high quality 24x7 customer support is available year round.

Overview of the Resolution Process

All product support request are logged to the local support center during local office hours. A support consultant will respond, verify that he/she has received the cases and then start the resolution process. When supporting our products we normally require some background information concerning the customer's system. If the required information is attached when the case is submitted to support, the resolution process will be much more efficient.

The front-line consultant will use his/her knowledge and experience as well as Viewlocity Technologies internal resources to define the type of problem and what can be done to solve or avoid it. The assigned front-line consultant will be your point of contact until a solution is found. In some cases the problem is complex and the case needs to be escalated (transferred) to backline support. Back-line support will take over the resolution process and if needed involve the development department who will assist in the resolution process. During the entire resolution process the assigned front-line support consultant will update and communicate with you regularly. In a very critical situation this normal routine may vary depending on the type of problem and what kind of interaction the resolution process requires.

Customer Support Offerings

Support View Levels

Viewlocity Technologies is dedicated to delivering a high quality support system that meets your company's needs. In order to meet the varying needs of our clients worldwide -- across industries and across time zones -- we have designed three different support levels. Each support *View* offers unique features and resources (see **Table 1**). As a Viewlocity Technologies support customer, you will have purchased one of the following support options:
1. **Business View** -- provides access to our team of support professionals for problem solving assistance during normal business hours (8:30am to 5:30pm, customer's local time), Monday through Friday, excluding holidays. In addition, the Business View provides access to all Updates (as defined in the Glossary) as they are made to the software. Updates are provided with the frequency, schedule and content determined by Viewlocity Technologies in its sole discretion. Customers have 24-hour access to the Viewlocity Support website where all relevant technical information such as product bulletins, maintenance releases, patches, and documentation updates can be found. Business View is designed for the customer whose business requires the security of knowing that a Viewlocity solutions expert is available for assistance during the critical hours of the business day.
2. **Extended View** -- provides access to our support team 24 hours per day, Monday through Friday, excluding holidays. In addition, the Extended View provides access to all Updates (as defined in the Glossary) as they are made to the software. Updates are provided with the frequency, schedule and content determined by Viewlocity Technologies in its sole discretion. Customers have 24-hour access to the Viewlocity Support website where all relevant technical information such as product bulletins, maintenance releases, patches, and documentation updates can be found. Extended View is designed for customers whose business critical systems require support availability day and night during a normal business week.
3. **Premier View** – is designed for our customers with the highest degree of complexity and whose systems run mission critical programs 24 hours per day, 365 days per year. For these customers Premier View provides access to the support team 24 hour per day, 7 days a week. In addition, the Premier View provides access to all updates (as defined in the Glossary) as they are made to the software. Updates are provided with the frequency, schedule and content determined by Viewlocity Technologies in its sole

discretion. Customers have 24-hour access to the Viewlocity Support website where all relevant technical information such as product bulletins, maintenance releases, patches, and documentation updates can be found. With the Premier View, you can ensure that your business has the highest level of support available to meet your mission critical business requirements.

Support Offering	Support Service Availability	Additional Services
Web View	N/A	Updates Website Access
Business View	8:30 am - 5:30 pm, Monday through Friday excluding Holidays	Updates Website Access
Extended View	24 hour Support, Monday through Friday excluding Holidays	Updates Website Access
Premier View	24 hour Support, Monday through Friday and 24 hour "hotline" Weekend and Holiday Support	Updates Website Access

Table 1: Support Offering Summary

Note: "Holidays" mean the bank holidays and other public holidays recognized in the country in which the Viewlocity Service Center that will be providing support desk services to you is located. Actual dates are available upon request.

Multiple Licenses

If you purchase more than one license of the same software and that software is to be supported from the same site, you must purchase the same support for each license.

Important Information to know when contacting Customer Support

The Support View that you purchased by agreement with Viewlocity Technologies will decide the level of availability to the support help desk.

1. During your software implementation (and if you have purchased services from Viewlocity Technologies), there may be consultants assigned to work with you. You should normally contact these resources initially during the implementation phase, prior to contacting Support.
2. When you have a system in production *and* you have any product-oriented questions or issues, you should contact Support. Support will take care of program faults in our products through corrections or through instructions on how the faults can be by-passed.
3. All Support Services will be provided from the Viewlocity Technologies facilities. However, if we determines in its sole discretion that on-site Support Services are required to resolve an issue, you agree to provide Viewlocity Technologies with access to your premises and to bear all reasonable transportation, food, and lodging costs incurred by our personnel providing such on-site services.

Contacting Customer Support

Overview

Global Support is responsible for receiving all calls from customers with a valid support contract. These calls may be placed via telephony, e-mail, or the web. Front-line support will receive the calls, log them, and classify them as per their impact on the customer and initiate response actions. Their mission is to enable you to continue successfully using Viewlocity products. Support's response may consist of more investigations, simulation or recreation of the problem. The response may also include a technical explanation and instructions on what needs to be done, a workaround, or a patch. The investigations and delivery may involve the Support team as well as Product Development team. The call is "closed" after a confirmation from the customer that the problem has been resolved.

How to Contact Support

You can submit your request for support to Viewlocity via the following communication modes:
1. The Viewlocity Support Website – Users may submit support cases via the Viewlocity Support Website at the following URL: http://supportweb.viewlocity.com
    a. **Note:** This is the preferred method for submitting support cases and also enables users to attach additional information regarding cases including error logs, sample code, screenshots, or other information related to the case.
2. Telephone – Users may contact the Viewlocity Support Center at the phone numbers.
3. E-mail –Users may submit support cases to Customer Support via e-mail.
    a. **Note: This is mandatory for all Class 1 "Critical" Cases**.
    b. If the request is not solved during the first contact with Viewlocity Support, a case number will be issued to you for future reference. Please refer to this number each time you contact us regarding your support case.

Support Contact Information

Europe, Middle East & Africa
Support is provided in English
Phone: +1 972-715-0319
E-mail: emea.support@viewlocity.com

North & South America
Support is provided in English
Phone: + 1 877-512-8332
E-mail: usa.support@viewlocity.com

Asia Pacific
Support is provided in English
Phone: + 1 972-715-0319
E-mail: apac.support@viewlocity.com

What can you find on the Support Web?

Before contacting Customer Support and logging a request for support, we recommend that you first visit our Support website (http://supportweb.viewlocity.com) where you can access our knowledge database or patch download database on our website to see if there is a solution or patch available for your problem or you may find other information that might answer your question or solve your problem.

As a registered user you will have access to the following services on the Viewlocity Support Web:

- Request Access to the Support Web.
- Submit and Track Support Cases.
- Download Software Patches and Maintenance Releases.
- View and Download Product Bulletins and Product Documentation (incl. User Guides).
- Search the Product Knowledge Database (Future feature).
- View/Download Support Policy Document and other Support-related Documentation.

The Viewlocity Support website will provide you detailed steps and descriptions in each area on how to perform individual actions.

Customer Responsibilities

As a Viewlocity Support customer, you have several responsibilities to assist in your support process: (include numbering)

1. **Provide a Contact Person** - The customer is responsible for appointing one individual to serve as the primary point of contact with Support for any technical issues. The Customer is also responsible for appointing one individual to serve as the primary point of contact for any contractual issues concerning the provision of Support Services. Your technical contact person needs to have attended the proper introductory training courses for the Software and must have obtained a level of competence with the software as reasonably required by Viewlocity. Your contractual contact will be authorized to make binding decisions for you with respect your support relationship with us. Your contacts need to be authorized to provide Support promptly, upon request, with complete and accurate information about you and your business as is reasonably required for the performance of the Support Services. You may change your designated points of contact upon advance written notice to Support.

2. **Maintain Awareness of Product Updates** – While we will do our best to communicate upcoming product updates, it is still the Customer's responsibility to review the Support Web site periodically for any software updates, downloads, and applies these updates within their environment.

3. **Backup Procedures** - As a customer, you agree to keep full backup copies of the software you purchased and hold a license and any associated databases and data in accordance with the best computing practices and to follow backup and recovery procedures prior to the installation of any update.

4. **Documentation** - You will download and maintain copies of documentation for the handling and operation of the software available.

5. **Compliance with Instructions** - When Viewlocity Support makes communications, it is our requirement that you will comply with the instructions provided.

6. **Fault Documentation** - Before submitting a support case to Support, you will document how the faults/problems occurred and if possible verify that the

faults/problems are reproducible, and provide sufficient information to detail the nature of the issue/problem. Furthermore, if Support requests additional information, you will provide this information.

7. **Access to Facilities and Staff** - To the extent that participation by or access by the Viewlocity Technologies Support team to your staff is necessary for the performance of the Support Services, you agree that all such staff will be available at all times agreed to by Support and the staff. Also, your staff will possess the appropriate skills and experience for the tasks assigned to them. You also agree to give Support access to the designated equipment and software twenty-four hours per day to enable Support to provide the Support Services. In addition, you agree to provide adequate representation at any support-related meetings so that issues can be resolved quickly.

8. **Delays** - To the extent that you fail or delay in fulfilling any of your responsibilities as described, Viewlocity Technologies Support may revise the timetable for delivery of Support Services. In this event, Support will notify you of the additional delay that is likely to occur as a result of your failure or delay.

Submitting Support Requests

Submitting Support Requests using the Support Web

In order to log cases via the Web you must first register on the Viewlocity website. You will receive a user name from the system and you will then choose your own password. After logging in you will have access to the Support Web where you can log cases, search for articles and download patches.

1. Log on to the Viewlocity Support Web - http://supportweb.viewlocity.com
2. Enter your username and password.
   a. **Note:** If you do not have a username and password, please select the "Request Access" link, which will direct you to the Support Services Registration Request.
3. Upon successful logon, the system will direct you to the Support Web home page.
4. Please select "Service Request" link under the Support Services category.
5. The system will display the "Support Service Request Form".
6. Please enter Support Case details. When submitting a support request through the Support Website, please include the following information:
   a. **License Number –** Product license number.
   b. **Contact name(s) and contact information –** Your first and last name, e-mail, phone number, cell number, fax number, pager where you can be reached.
   c. **System information –** System information **including** Hardware, Operating System, Database.
   d. **Product Information –** Product Name, Product Version/release of Software, and Patch Level that have been installed specific to the installation on which the problem/query is based on.
   e. **Summary** – Provide a short description of the problem/issue/enhancement.
   f. **Problem description –** A detailed description of the problem/ issue/ enhancement. When submitting a case through our Website, be prepared to provide Viewlocity Support with information that is essential for the resolution process. This should include:
      1. The problem(s) you are experiencing;
      2. Any changes made prior to this/these problem(s); and/or
      3. How long you have been experiencing this/these problem(s), etc.
   g. **Attachments** – Attach screen shots, log files, etc. to this form to help illustrate your problem in greater detail and aid our support engineers. You can only send one file, so please zip large files or multiple files together.
   h. **Class Level –** Customer's determination of Class severity level from 1 to 4. (*See* **Table 2**)
   i. **Support Case number –** if it is an open support request, the current case number.
7. A Support Consultant will contact you with a response to your support request.
      i. **Note: All Class 1 ("Critical") cases must be logged via a telephone call to Support.** They may be still logged via the Support web, however to ensure that the support case has reached the front-line Support consultant and receives the appropriate attention for resolution, all Class 1 cases must be placed via a telephone call.
      ii. **Note: Individual support cases must only refer to one problem/issue.**
   b. Multiple problems must be submitted as separate support cases.

> > i. **Note:** We advise you to write all your support requests in English since this will facilitate quick transfer to of your case to our support consultants

Submitting Support Requests using E-mail

1. When submitting a support request by e-mail, please include the following information:
    a. **License Number –** Product license number.
    b. **Contact Name(s) and Contact Information –** Your first and last name, e-mail, phone number, cell number, fax number, pager where you can be reached.
    c. **System Information –** System information **including** Hardware, Operating System or Database.
    d. **Product Information –** Product Name, Product Version/release of Software, and Patch Level that have been installed specific to the installation on which the problem/query is based on.
    e. **Summary** – Provide a short description of the problem/issue/enhancement.
    f. **Problem Description –** A detailed description of the problem/ issue/ enhancement. When submitting a case through our Website, be prepared to provide Viewlocity Support with information that is essential for the resolution process. This should include:
        i. The problem(s) you are experiencing;
        ii. Any changes made prior to this/these problem(s); and/or
        iii. How long you have been experiencing this/these problem(s), etc.
    g. **Attachment** – Attach screen shots, log files, etc. to this form to help illustrate your problem in greater detail and aid our support engineers. You can only send one file, so please zip large files or multiple files together.
    h. **Class Level –** Customer's determination of Class severity level from 1 to 4. (*See* **Table 2**)
    i. **Support Case Number –** If it is an open support request, the current case number.
        i. **Note:** If you are contacting Viewlocity Support regarding a previously submitted case, please add the case number in the email heading. This will help us to identify the Support Consultant responsible for your support request.
2. Based on your region, address and send your support request using the appropriate email address as follows:
    a. ASPAC - aspac.support@viewlocity.com
    b. EMEA - emea.support@viewlocity.com
    c. North and South America - usa.support@viewlocity.com
3. A Support Consultant will contact you with a response to your support request.
    a. **Note: All Class 1 cases must be logged via a telephone call to Support.** They may be still logged via e-mail, however to ensure that the support case has reached the Support Center and receives the appropriate attention for resolution, all Class 1 cases must be logged via a telephone call.
    b. **Note: Individual support cases must only refer to one problem/issue.** Multiple problems must be submitted as separate support cases. Furthermore, please submit only one support request per e-mail.

Submitting Support Requests using the Telephone

Based on your region, please call the appropriate Support center as follows:

Europe, Middle East & Africa
Support is provided in English
Phone: +1 972-715-0319
E-mail: emea.support@viewlocity.com

North & South America
Support is provided in English
Phone: + 1 877-512-8332
E-mail: usa.support@viewlocity.com

Asia Pacific
Support is provided in English
Phone: + 1 972-715-0319
E-mail: apac.support@viewlocity.com

When calling the Support Center, please be prepared to provide the following information:

1. **License Number –** Product license number.
2. **Contact Name(s) and Contact Information –** Your first and last name, e-mail, phone number, cell number, fax number, pager where you can be reached.
3. **System Information –** System information including Hardware, Operating system, Database.
4. **Product Information –** Product Name, Product Version/release of Software, and Patch Level that have been installed specific to the installation on which the problem/query is based on.
5. **Summary** – Provide a short description of the problem/issue/enhancement.
6. **Problem Description –** A detailed description of the problem/ issue / enhancement. When submitting a case through our Website, be prepared to provide Viewlocity Support with information that is essential for the resolution process. This should include:
   a. the problem(s) you are experiencing;
   b. any changes made prior to this/these problem(s); and/or
   c. how long you have been experiencing this/these problem(s), etc.
7. **Upload Level** – Attach screen shots, log files, etc. to this form to help illustrate your problem in greater detail and aid our support engineers. You can only send one file, so please zip large files or multiple files together.
8. **Class Level –** Customer's determination of Class severity level from 1 to 4. (*See* **Table 2**)
9. **Support Case Number –** if it is an open support request, the current case number.

The Resolution Process Step-By-Step

1. Once a call/support request is received and the details are logged by Support, the customer is identified through its license number.
    a. The Viewlocity license register is integrated with our support application, and the customer's details may be copied over upon a successful match of the license number.
    b. The license register also confirms or alerts the support technician whether the customer has a valid support contract in place and the scope of the contract (hours of coverage) is also visible.
    c. The customer will also be advised if the call is outside of the contracted hours, in which case the call will still be logged, but the caller is informed it is outside the proscribed calling hours of its contract.
    d. Once support is verified, a classification of the case is discussed with the caller to identify the priority and urgency of the situation (*see Section 5.8. below*).
2. Investigations and data collection then begins. A knowledge database and past case histories may be searched to identify a prior experience with a similar or identical problem.
3. After appropriate data has been collected and researched, the support technician will attempt to resolve the problem and, if necessary, will escalate the problem to different resources
4. During this process, back-line support will create and update a Problem Report to ensure quality control and, if necessary, appropriate product bug identification.
    a. Front-line Support will keep the customer updated on status and efforts being expended on the reported problem.
5. Once front-line support has delivered the solution, walked the customer's staff through the solution implementation and has received confirmation of successful resolution, it will close the case.
6. There is a provision for re-opening an older case if necessary (i.e., the previous solution fails), in which case the resolution process will be repeated

Classification of Support Cases

As mentioned above, when submitting a support request, you should provide Support with what you believe is the appropriate classification of the error (see **Table 2**) below as a guide. Severity levels range from Class 1 (Critical) to Class 4 (Low). Viewlocity Support will make a reasonable and conclusive determination of the class level of the error and respond in accordance to the class of error.

Class Levels of Severity/Priority

Class Level	Definition
Class 1 – Critical	Faults that seriously impair or halt performance in production for the end user: **Production System** • System, server or critical application down • The user cannot make use of an essential function in the production system • Profitability will be severely impacted within several days • The problem cannot be solved by a restart or a bypass or a workaround **Development System** N/A
Class 2 – High	Serious faults that affect productivity or development: **Production System** • High-impact problem where production is proceeding, but in a significantly impaired fashion • The production system is running, but with repeated interruptions • Time-sensitive issue important to long-term productivity that is not causing an immediate stoppage of work **Development System** • The problem cannot be solved by a restart or a bypass • Halts further development - workaround has not been found. • Can't go into production - workaround has not been found.
Class 3 – Medium	Minor faults: **Production System** • Problems which do not have a significant impact on current productivity • The production system is running, but with limitations • A function in the production system is failing, but there is a bypass available **Development System** • A function in the development system is failing, but there is a bypass available. • Development project can proceed, but in a significantly impaired fashion. • A workaround has been found but it is not acceptable.
Class 4 – Low	Issues with low priority. • Minor faults which do not affect the use of the system

Table 2: Classification Levels for Support Cases

Important Information to Know when Working with Support

Problem Diagnosis

Support uses several methods to diagnose your problem/query:
- Recreate your problem with sample data by Front-Line Support.
- Establish VPN access to your system to observe the problem.
- Request a copy of your database to be sent for further analysis.
- Support can establish VPN access to your system to expedite the diagnosis of problems and, in some cases, resolve issues. The decision to provide remote services is determined by Support after consultation with you.
- If necessary, Viewlocity Technologies will consider sending a billable representative to your site to assist in diagnosing the issue, in which case all expenses for on-site support are to be paid by you.
- If Support determines that remote services are necessary, you agree to install at your cost the necessary equipment for fault diagnostics and maintenance service through telecommunications connected to the designated equipment on which the software is used.

Status of Support Requests throughout the Resolution Process

As a case moves through the resolution process, it may pass a series of statuses prior to resolution and closure. Table 3 provides details on each status classification.

Status	Description
Logged	The case has been recorded with basic details, but has not been assigned to a Support Consultant.
Active	The support request has been assigned to a Front-Line support consultant who is working with the case.
Third (3rd) Line	The support request has been escalated to Back-Line Support and is assigned to a Back-Line Support consultant who is working on the case.
Waiting	Used by the support consultants who are waiting for: • Customer input • Back-Line/Development/Technical input • Next Maintenance release
Returned	Back-Line has entered a response and returned the case to Front-Line Support
Enhancement Request	A new product feature or enhancement has been requested
Patch Waiting	A patch has been agreed, but not released
Development Decision	A course of action must be decided by development
Solution in next maintenance	The problem resolution is scheduled to be included in the next maintenance release of the software product
Solution Delivered	A solution to the reported problem has been delivered but the customer has not yet confirmed that everything is o.k.
Ready	A satisfactory conclusion has been reached, and the customer agrees.

Table 3: Support Request Status Levels

Progress Status Reports

At each stage of resolution, the support representative and you will set an agreed upon time and date for the next contact between you and the Viewlocity Technologies Support team.

Certified Configuration

Viewlocity Technologies tests and certifies the software on a specific version of the operating system and database for every new Revision or Version that contains new functionality. Since all issues will be diagnosed using certified revisions or versions in our labs, we require that customers install the most recent Update of the Software. Information about certified configurations is available at the Viewlocity website.

Viewlocity Support has no duty to support any third party software or hardware. Problems reported to which have been identified as relating to third party software provided to you through Viewlocity Technologies, and that Viewlocity Support cannot resolve may, in the event Viewlocity Technologies has an agreement to receive support from the third party, be escalated to that third party from whom Viewlocity Technologies procured such third party software or hardware.

In such cases, Viewlocity Support will provide you that support with respect to such third party software or hardware, as Viewlocity Technologies itself is entitled to receive from the third party and to provide to you.

Technical Escalation and Management Visibility

As your problem/issue progresses through the Support organization, various resources will be brought in to assist with the resolution. At the same time, the applicable management levels will be kept informed of each aspect of your outstanding issue and the actions being taken to resolve this issue. Please see the table below describes the various stages of resource allocation and management awareness that can occur during the life of your issue (see **Table 4**).

Support Request Escalation Process	Case classification and SLA			
	Class 1	Class 2	Class 3	Class 4
Resolution start	10 Min*	1 Hour**	1 Day**	5 Days**
Front-Line Manager Case Review	1 Hour	2 Days	3 Days	12 Days
Escalation to Back-Line Support	3 Hours	3 Days	7 Days	18 Days
Back-Line Manager Case Review	5 Hours	7 Days	13 Days	25 Days
Escalation to Product Development	8 Hours	10 Days	16 Days	30 Days
Prod. Development Manager Case Review	12 Hours	15 Days	25 Days	45 Days
Customer Response Time***	10 Min	4 Hours	1 Day	5 Days
Management Escalation Process				
Management attention level 1				
Support Manager	16 Hours	20 Days	30 Days	60 Days
Account Manager	16 Hours	20 Days	30 Days	60 Days
Product Manager	16 Hours	20 Days	30 Days	60 Days
Management attention level 2				
VP, Product Management	24 Hours	30 Days	40 Days	90 Days
VP, Engineering	24 Hours	30 Days	40 Days	90 Days
Management attention level 3				
Executive Management	36 Hours	60 Days	90 Days	120 Days

Table 4: Support Request Escalation Process

* Resolution start for a Class 1 case is 30 minutes during weekends and Holidays for those customers entitled to support on weekends and Holidays (i.e., Premier View (previously Level D) support customers). For all other customers, Resolution start time is only measured during the time period in which Customer is entitled to support desk services from Viewlocity Technologies.

** Applicable during the hours of 00.00 - 23.59, Monday-Friday. Class Level 2, 3 and 4 cases are not addressed during weekends or Holidays.

*** This identifies the time within which a customer has to respond to Viewlocity Support after a request for additional information. Failure to respond according to Customer Response Time will result in a lowered priority.

As used above, "Resolution Start" means the time by which support requests will be confirmed and a Support Consultant will commence investigation on the support request in order to resolve the issue. All issues will thereafter begin resolution at the Front Line Manager Case Review level, and the majority of them are resolved without any movement beyond that level. The different stages identified above show what would be involved with resolution of a critical situation; very few cases will require all of those resources. At each stage, the designated Viewlocity Technologies management contacts are informed of the situation via the Management Escalation Process (see *Table 4*) and given information on the progress and action plan for resolution.

Problem Resolution

You may receive the resolution to a problem/query in one of the following formats:

- **Direct solution** -- The customer's problem is solved.
- **Workaround** -- A workaround solution is found that is acceptable for the customer. The workaround might be replaced by a permanent solution in an Update (*See below*).
- **Patch --** For critical issues, a patch may be made that corrects a specific issue.
- **Updates --** Several issues may be resolved or corrected in an Update.

Services and Other Resources not covered by Support

As identified below, there are limitations and exclusions to our Support Services of which you need to be aware.

Out of Contract Services

Support Services specifically do not include services that include or result from:

- Software errors or defects that result from improper handling or use of the software by you, your employees, or agents;
- Software errors caused by changes, alterations, or revisions made by or on your behalf;
- Software errors that result from your use of software or equipment not approved by Viewlocity Technologies;
- Problems caused by your data, network, database, operational, or other environmental factors not within the direct control of Viewlocity Technologies;
- Your failure to install Updates upon the availability of the same;
- Advice and assistance which is consultative (i.e., work assistance separate from
- Telephone assistance and not related to errors);
- Services related to the reconstruction of databases; or services related to code you or other third parties generated. If we agree to provide any out-of-contract services, you will reimburse Viewlocity for all reasonable expenses incurred and time spent in responding to false maintenance or support claims, repairing any of your alterations or revisions to the Software and correcting errors or defects.

Implementation Services

Viewlocity Support will notify you if a new Update will not be compatible with the hardware, operating system and/or database engine with which the previous Update was compatible. Notwithstanding anything else set forth herein, support services do not include:

- The implementation or installation of updates or consulting services related to the same,
- Any upgrades to the hardware, operating system or database engine necessary to make them compatible with new Updates, or
- The customization of or modifications to Updates necessary to confirm such Updates to customizations and/or modifications made to the current Software you are using.

Viewlocity Technologies may provide such services pursuant to a separate services agreement.

New Products

New products, features and/or options that are separately marketed by Viewlocity Technologies (collectively, "new products") are not included with support services. Viewlocity Technologies will make available to you license such new products upon the commercial availability of the same, at its then current fees, terms, and conditions. Nothing contained herein shall require Viewlocity Technologies to provide any new products to you as part of the support services.

Support of Old Updates

Viewlocity Technologies only agrees to provide support services for an older correction if the problem identified by you is not corrected or resolved by a more recent correction made available to you. Viewlocity Technologies only agrees to provide support services for the most current revision and the immediately preceding Revision of the Software, provided that the immediately preceding Revision of the Software shall only be supported for twelve (12) months after the release of the next Revision. Likewise, Viewlocity Technologies only agrees to provide support services for the most current preceding Version of the Software only shall be supported for twelve (12) months after the release of the next Version. After this twelve-month period, Viewlocity Technologies may at any time terminate its support of the previous Revision or Version provided that it gives you at least three (3) months prior notice of its intention to terminate support services with respect to such previous Revision and Version. In addition, Viewlocity Technologies may from time to time decide to terminate support of a product that is no longer being marketed by Viewlocity Technologies in which case it will give you at least three (3) months notice of the termination of support, as well as a refund to you any pre-paid and unused support services you paid for the product.

Solution Support

Support over and above product support is offered separately and is not covered by the service offerings described in this document.

Glossary

The following list of terms and definitions are used throughout this policy document (see **Table 5**).

Term	Definition
Back-line Support	Members of the Support team who are the technological backbone of our support organization. Back-line support has two major roles: 1. Act as a deeper technical resource for all local front-line support centers and 2. Produce information that will be published on our support Website or will be included in training programs.
Correction	Any modification, error correction, or other improvement in the Software that does not add new capability or functionality to the Software and which is not separately marketed by Viewlocity, which shall be denoted with a change in number(s) to the right of the second decimal (i.e., n.n.X).
Front-line Support	Single point of interface with our customers in addressing individual inquiries and/or product-related issues. With a solid technical background and an active customer focus, front-line support is the "motor" in the resolution process. Front-line support's key responsibility is to deliver accurate and timely answers to our customers.
Revision	Any modification, error correction, or other improvement in the Software that may or may not add new capability or functionality to the Software but which is not separately marketed by Viewlocity, which shall be denoted with a change in number(s) to the right of the first decimal (i.e., n.X.n).
Software	The software that you licensed from Viewlocity and for which you are paying support fees.
Updates	Any Corrections, Revisions and Versions of the Software.
Version	Each version of the Software that is separately marketed by Viewlocity, that incorporates additional capability or functionality and which is denoted with a change in number to the left side of the first decimal (i.e., X.n.n).

Table 5: Glossary of Terms