

# Foresight Software Technical Support Conditions

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Technical support  
service

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# DEFINITIONS

**Vendor** - Foresight company.

**Software** - software developed by Vendor.

**Customer** - company that bought the permission to use Software.

**Partner** - company that implemented solutions and granted permissions to use Software.

**User** - customer or partner representative.

**Request** - User request to technical support service. Requests can be received through phone, email or technical support portal.

**Consultation** - recommendations related to use of Software.

**Error** - non-compliance of Software with established requirements, described in Software online help.

**Initial response time** - period of time during which technical support service experts should analyze the request and take it into work, or request clarifying information.

**Priority** - characteristic of request that reflects the importance of the request and affects the initial response time and the timing of corrective measures. Priority levels:

1. High - a request includes a message about Software error that has a serious impact on customer business processes, blocking the execution of urgent business actions. Examples of requests with high priority:
  - An error causes a failure in launching a new system or new functionality.
  - An error causes financial loss.
  - An error is caused by malfunctioning or inoperability of Software functions, which are urgently required to complete the business process.

For the timely execution of requests with high priority, User must fulfill a number of conditions:

- Justify the high priority of the request.
  - Send contact details.
  - Describe the issue and the steps to reproduce it.
  - Collect debug information.
  - Provide remote access.
2. Medium - a request includes a message about Software error that has little or no influence on Customer business processes, deteriorates Software performance, but does not violate the important functions of Software and does not block the urgent business actions in Software.
  3. Low - a request includes a message about Software error, minor issues, for example, partial malfunction, in which the system components are available only to a limited extent. This issue does not block software operation.

**Technical support portal** (<https://support.fsight.ru>) is used to support users online. Technical support portal allows Users to create requests, view their status and request processing history. If Customer has his own helpdesk deployed, the Vendor technical support portal can be used to organize integration with it.<sup>1</sup>

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<sup>1</sup> The cost of integration is calculated separately.

**Online Help** (<http://help.fsight.ru/en/>) – resource containing relevant documentation on Software use.

**Update** (<https://updates.fsight.ru>) –

update of the current or previously released versions of Software that contains improvements and bug fixes that the technical support service makes available to User.

# GENERAL CONDITIONS

Technical support services are provided to customers having a valid contract for technical support services concluded with Customer on a fee basis from the first year of using Software<sup>2</sup>. Technical support services are provided to partners having a valid partnership agreement.

The following channels of interaction with technical support service are available to Users:

1. Email.
2. Technical support portal.

Online resources are also available:

1. Online help.
2. Updates.

Technical support services include:

1. Consulting on the use of Software.
2. Searching for solutions to issues associated with the use of Software.
3. Software bug fixes.
4. Providing access to updates and technical support portal.

Technical support service does its best to respond to all incoming requests in accordance with the initial response time of the appropriate level of technical support (see the Technical Support Levels section). Requests are processed by technical support service as they are received. Requests with high priority requiring emergency intervention or consultation of product technical support specialists may be processed out of turn.

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<sup>2</sup> It is obligatory to buy technical support service plan in the first year of Software use.

# TECHNICAL SUPPORT LEVELS

As part of technical support, there are several levels of service for Users, involving a different contents and time of service availability, as well as the speed of response to incoming requests.

The level of customer support depends on the level of purchased technical support. For Partners, technical support services are provided at a basic level. Partners can receive a premium support level upon additional agreement with Vendor.

## Basic Support Level

1. **Services and operation mode.** The basic support level includes consulting, finding solutions to issues, and resolving Software errors. Receiving requests to the technical support service is possible via phone, email and technical support portal. At night time, weekends and holidays, the basic support level provides only receiving requests and advising on frequently asked questions about the use of Software.
2. **Initial response time.** Initial response time is determined by the total load of technical support service and may be less than the stated time. In the standard support level, the maximum initial response time depends on the priority of requests:
  - High - 4 working hours.
  - Medium – 6 working hours.
  - Low – 8 working hours.
3. **Times of corrective measures.** Vendor provides a solution if it is not possible to promptly fix the issue - a workaround, or an action plan to solve the issue (hereinafter - Corrective Measures), depending on the priorities of the requests:
  - High – 16 working hours.
  - Medium – 32 working hours.
  - Low – 64 working hours.

If an action plan to solve the issue is provided as a Corrective Measure, this plan includes:

- Information on the status of issue solution.
  - Information on the planned further steps, indicating the responsible parties.
  - Information on the necessary User actions to support issue solution.
  - As far as possible, the planned dates for further steps taken by Vendor.
  - Date and time of the next status update from Vendor.
4. **Reports.** Technical support service, upon User request, informs him about the current quality of the performance of technical support services.

## Premium Support Level

The premium support level, in addition to the basic support level, includes the following:

1. **Services and operation mode.** At night time, weekends and holidays, the premium support level provides receiving requests, advising on frequently asked questions about the use of Software, and also quick solving of business-critical requests.
2. **Personal manager.** To promptly resolve User issues related to the use of Software, and to raise priorities on requests, a personal manager is allocated for direct contact with User and Vendor.

3. **Expert advice.** The User can use the advice of Vendor experts on the use of Software. Expert advice can be provided remotely (by phone or Skype), as well as on the User's premises (when solving incidents).<sup>3</sup>.
4. **Flexible schedule.** If necessary, User can change the schedule of the Vendor's technical support service, for example, due to time lag of User and the Vendor's technical support service.<sup>4</sup>.

The premium support level allows User to receive quicker response on technical support service:

5. **Response time:**
  - High - 2 working hours.
  - Medium – 4 working hours.
  - Low – 6 working hours.
6. **Times of corrective measures:**
  - High – 8 working hours.
  - Medium – 16 working hours.
  - Low – 32 working hours.
7. **Reports:**
  - Report on the current status of unresolved requests - once a week.
  - Service quality report (SLA) - once a quarter.

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<sup>3</sup> Expert advice on the use of Software and work on the User's premises is possible only by prior agreement with Vendor.

<sup>4</sup> The cost of changing technical support service schedule is calculated separately.

# QUALITY ASSURANCE OF DELIVERED SERVICES

It is accepted that the technical support service has fulfilled its obligations to provide technical support services, with the appropriate response of the technical support service within the established time limits in at least 95% of all cases on all requests for the calendar quarter. If User sends less than 20 (twenty) requests, User agrees that the technical support service is considered to have fulfilled its obligations described above, in case the technical support service has not exceeded the terms established by the present Policy for more than 2 (two) requests during the corresponding calendar quarter.

Penalties are not applied if User cannot provide all the necessary information for diagnosis and analysis issues or other requests regarding the use of Software, including a description of the infrastructure or does not fulfill the prerequisites for solving urgent requests.



# PROCESSING AND EXECUTING REQUESTS RECEIVED BY TECHNICAL SUPPORT SERVICE

The request is considered processed in any of the following cases:

1. User confirms that request is processed.
2. The technical support service provides User with an update with a fixed error in Software or a reasonable and mutually acceptable technical solution to the issue.
3. The technical support service does not receive clarifying information or other information from User within five working days in a row from the moment of contacting him for the request details.

The request processing may be delayed or impossible for the following reasons:

1. An error or issue with Software cannot be reproduced on Vendor's hardware and software, and User did not provide a remote access to the system for issue investigation.
2. User cannot provide necessary information to solve the issue.
3. Software errors or issues are due to:
  - Use of Software with hardware or software not intended for use with operating systems approved in Software online help.
  - Software is not used in accordance with Software online help and/or contract.

Technical support service does not provide consulting about:

1. General programming questions.
2. Installation and setup of third-party software.
3. Specific tasks development.

# REQUIREMENTS TO USER ON PROVIDING TECHNICAL SUPPORT SERVICES

On submitting a request to Vendor's technical support service, we expect that User will make every attempt possible to:

1. Use communication channels specified in the General Conditions section of the Present Policy.
2. Timely notify Vendor's technical support service in case if the representative(s) has(ve) been changed.
3. Use software and hardware that are necessary for Software functioning corresponding to the Vendor's recommendations.
4. Provide all the necessary information for the diagnosis and analysis of errors or other requests concerning Software, including a description of the infrastructure on which Software operates.
5. In case of any questions regarding the Software functioning, the User is recommended to first study the available information in the online help.
6. It is recommended that within one month from the start of the technical support services use, to be trained in the products used by the Vendor.

## Annex 1. Technical Support Levels Parameters

Technical Support Levels (SLA - Service Level Agreement)		Basic	Premium
Receiving and recording requests		24/7	
Access to online resources: <ul style="list-style-type: none"> <li>• Technical support portal</li> <li>• Online help</li> <li>• Updates</li> </ul>			
Consulting, problem solving, bug fixes		Working days 9:00 AM - 6:00 PM (Moscow time)	Flexible working schedule is available
Initial response time	High priority	4 working hours	2 working hours
	Medium priority	6 working hours	4 working hours
	Low priority	8 working hours	6 working hours
Corrective measures time limits (solution, workaround or action plan)	High priority	16 working hours	8 working hours
	Medium priority	32 working hours	16 working hours
	Low priority	64 working hours	32 working hours
Report about current state of unsolved requests		-	Once a week
Service quality report (SLA)		On demand	Once a quarter
Personal manger		-	+
Expert advise <sup>5</sup> : <ul style="list-style-type: none"> <li>• Remote consulting on Software use</li> <li>• Working on User's premises (solving incidents)</li> </ul>		-	+

<sup>5</sup> Expert advice on the use of Software and work on the User's premises is possible only by prior agreement with Vendor.

## Annex 2. Technical Support Service Workflow

