

GRAPHICAL DATA

Standard Support (self-hosted)

Please note: this document refers to the standard support services for a self-hosted, on premises solution. For details of the support service for a Graphical Data hosted solution, please see separate documentation.

Graphical Data are pleased to advise that the self-hosted standard support service is as follows:

Overview

Graphical Data products are designed to be easy to use and intuitive and we hope that once your designated system champions have undertaken the introductory training session, via the remote/onsite training programme, he/she will then be able to guide your internal staff in the day to day use of the system. Your trained System Champions will act as the first level of support for your installation.

Our support operation is based on the expectation that only issues that the customers' own staff cannot resolve will be brought to the attention of the Graphical Data support desk.

The Standard support on offer provides Monday to Friday cover from 9am to 5pm UK time. (Excluding UK bank Holidays).

We offer a severity based logging and tracking process and our response times are outlined below.

Extended/custom service level agreements, providing enhanced support (such as 7 day per week / 365 days per year coverage, on sites

responses and extended training sessions) are available. We are happy to provide further information and pricing for this option upon request, details of which would be added to your Customer Order Form (C.O.F.)

If you wish to take this up, please let us know and we can include it in the initial monthly pricing offer or create a supplementary C.O.F.

Please note that the pricing provided assumes a remote set-up and installation and remote support - including 'chat', phone and telnet or other remote IP/network access as agreed.

If you would like to have on-site support and attention, we are pleased to provide this. However, travel, accommodation and expenses will be at additional charge.

What We Support

The Supplier is intended to act as a 3rd line support for the RESOLVE, ILLUMINATOR or Other Graphical Data (GD) supplied systems covering any issues that constitute a Loss of Function, Data Loss, Data Consistency Issues or Non-accessibility (not including issues relating to customers infrastructure). 1st and 2nd line support will come from the customer and will include managing user accounts, content issues, VM administration and any applicable servers and other hardware (unless it is a GD provided Cloud solution).

The Customer will have access to a qualified member of the Supplier's staff to respond to any issues that may arise. The contact details of an account manager from the Supplier will be made available. All initial requests for Services should be made via the following contact information:

Our Response Times

Issue Severity Level	Response	Time to Respond
Low	Email	1-3 Business Days
Medium	Email/Telephone	1 Business Days
High	Telephone/Site Visit	6 Business Hours

Subject to following the customer's agreed access/Gateway procedures, GD would access the Customer's RESOLVE/ILLUMINATOR system remotely using a secure VPN tunnel (provided by Customer IT) in order to diagnose and resolve high level issues as quickly as possible. If necessary, GD personnel will attend on site to the Customer premises in order to help resolve the issue. Attendance on site outside of a 20 mile radius of GD head offices may incur expenses outside of the agreed fee and will be charged to the customer on the next invoice if paying monthly - or by a direct invoice after service if the customers pay annually.

Service Levels

The following table defines the different issue severity types. Customers may define the severity level of a single issue when contacting the Supplier for support. If, after investigation, an issue defined as a software issue under the responsibility of GD, is revealed to be an issue with Customer infrastructure, GD reserve the right to make a charge for costs incurred, outside of the agreed fee.

Issue Severity Level	Definition	Response
Low	The issue reported does not affect the daily operation of the software or it's functionality but constitutes general usage queries and/or requests for guidance.	Immediate automated response of receipt of the issue. A staff member will diagnose the issue and make appropriate follow up response.
Medium	The issue restricts full, normal operation of the software, but does not prevent the customer from being usable. This may constitute a customer outage or minor degradation in performance and/or functionality.	Immediate automated response of receipt of the issue. A qualified staff member will diagnose the issue and respond via telephone within the defined response period.
High	The issue is a critical failure to the normal operation of the software or it's functionality, and normal processes cannot be performed. This may include the software or any part of the Customer environment.	Immediate automated response of receipt of the issue. A qualified representative will attempt to resolve the problem as soon as possible. If necessary, a member of staff will be made available to attend site in order to resolve the problem. An issue will be lowered to Medium level of severity if a temporary fix or software update can be used, which is deemed acceptable.

Customer shall initiate a Service request from the Supplier as follows:

1. Having received the service request, the Supplier will respond initially with a receipt email within 5 minutes.

2. After diagnosing the nature of the issue the Supplier will respond appropriately to the severity level.
3. If the issue is of a low level, it may be diagnosed immediately if possible via email. If the nature of the issue is a non-critical bug or fix, this may be included in the next software update to the software. If a simple fix is available and can be made remotely the Supplier will do this.
4. If the issue is of medium or high level, the Supplier will attempt to diagnose the issue remotely via telephone contact. Having failed to resolve this adequately, a qualified member of staff shall be available to attend on site. The Supplier will attempt to resolve the issue or find a temporary work around arrangement as quickly as possible.

In order to ensure the Supplier's personnel are able to respond promptly, issues sent to the Supplier should be accompanied with specific Fault Report Form as agreed from time to time.

Maintenance

Software Updates & Upgrades

The Supplier shall notify the customer when any updates to the Software become available (this will include updates any 3rd party software included in the Graphical Data product set, Graphical Data's proprietary software and any other underlying system applications). Software updates will be provided free of charge (updates include patch or module replacement, but not upgrades outside of the current specification – except those with the purpose of maintaining interoperability). The Supplier agrees to maintain the customer's system and its features to its contracted/current operational status and functionality and will not require the customer to ever purchase upgrades to maintain this standard. All software updates will be



released with accompanying documentation detailing all changes and additions to the current version. The Supplier shall install any updates remotely upon their release.

Customers are not obliged to implement Software releases. However, if they decline to install any update to the Customer's GD provided system, the Supplier will be not be required to rectify any faults that would otherwise have been rectified by the software update nor will they be responsible for any loss incurred by the customer as a result of failure to install updates.

The customer retains responsibility for maintenance of software used to run the server on which Graphical Data systems resides and will take responsibility for applying updates as released by the third-party company from time to time.