

GRAPHICAL DATA

Standard Support (Cloud Hosted)

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

Graphical Data are pleased to advise that the 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.

We shall use commercially reasonable endeavours to make the Services available 24 hours a day, seven days a week, except for:

- planned maintenance carried out during the maintenance window of 10.00 pm to 2.00 am UK time; and
- unscheduled maintenance performed outside Normal Business Hours, provided that we have used reasonable endeavours to give you at least 6 Normal Business Hours' notice in advance.



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

Extended/custom service level agreements, providing enhanced support with enhanced response times and extended training sessions are available.

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 Customer Order Form (C.O.F.).

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

What We Support

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:

Email: support@graphicaldata.co.uk

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

Once the issue has been received, a qualified member of the GD team will access the client RESOLVE/ILLUMINATOR system in order to diagnose and resolve high level issues as quickly as possible. If necessary, Graphical Data (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	Immediate automated response of receipt of the issue. A qualified staff member will diagnose the issue and respond via

	customer outage or minor degradation in performance and/or functionality.	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

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.