

# LANSA BUSINESS SOLUTIONS TECHNICAL SUPPORT:

## LANSA Data Sync Direct Application Service Level Agreement | 2017

### **Overview**

The LANSAs Data Sync Direct (LSDS) Application Service Level Agreement is defined to clarify what services are available and how you can expect to be supported. We pride ourselves on the quality of support provided in a timely fashion as described within this SLA.

Our tech support team consists of highly skilled and qualified LANSAs personnel with an average tenure of 10+ years and, as such is capable of providing a depth of support rarely seen within the software industry today.

Where required they have direct access to our R&D center for researching and diagnosing software a issues enabling us to provide a quality level of service.

Our support services are extensive and include:

### ***Support portal:***

<http://support.lansa.com>

This includes access to our helpdesk incident logging.

### ***New Release & Minor Release:***

New release software is provided as major, minor and point releases, where major releases encompasses new functionality as driven by:

- Compliance: 1WS, Industry & regulatory
- Customer Enhancement requests
- Customer feedback
- Industry & Technology trends

Minor releases consist of consolidation of point releases, and point releases may consist of database & OS compliance and defect resolution.

### ***Technical Interaction:***

Our remote support capabilities using Citrix's GotoAssist™ allow us to provide "hands-on" support to your systems directly with you watching, guiding us to the issue and learning from what we do.

Our consulting services can be separately engaged on a contract basis to extend our support services to cover application customizations, integrations, upgrades of your customized LANSAs Data Sync Direct application and best practices regarding optimization of your GDSN – LSDS connection.

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### SLA Summary:

<b>Hours of coverage</b>		24 x 7 Support (Severity A) <i>(not including holidays)</i>
-		8:30AM to 5PM Central time for all other issues
<b>Support channel</b>		web/email/phone
<b>Severity Level</b>	<b>Definition</b>	<b>Initial Response Time</b>
A – Business Critical	A production problem that severely impacts your use of the software (such as loss of production data or functionality). The situation halts your business critical processes and no procedural workaround exists.	1 hour
B1 – High Impact	A problem where the software is functioning however your use in a production environment is severely reduced. The situation is causing a high impact to portions of your business operations and no procedural workaround exists.	4 hours
B2 – Medium Impact	The problem involves non-critical impact on your use of the software in a production or QA environment. For production environments, there is a medium –to-low impact on your business, but business continues to function, including by using a procedural workaround. For QA environments, where the situation is causing your project to no longer continue or to promote into production.	8 hours
C –Low Impact	General usage / “How to” questions. Limited to 2 hours of time	Within 5 business days
D - Requests	Enhancement requests and the reporting of documentation errors.	Notification of acceptance within 5 business days

### Scope:

SUPPORTED	NOT SUPPORTED
LDSD Production Application – Core Functionality	Application Customizations
LANSA Support Portal	
<a href="#">Supported platforms</a>	3 <sup>rd</sup> Party products
Diagnosis & Error correction for core defects	Application Configuration
LDSD Product Licensing Issues	Installation and Upgrade Services
Enhancement and change request logging	
Limited “How-to”/”Best Practice” GDSN/Application questions	
User and Administration Documentation	

**Note:** Business Critical support scenarios resulting from modifications to third party systems or data layout changes made by non LANSA personnel may be billed back to the customer on an hourly basis as a Services engagement. Examples of this include but not limited to: Internet and network changes, Data Pool account changes, updates to Virus Scanning Software or Operating System Patches, Operating System patches, Disk Full, System backup procedures, CPU/Memory/Hardware issues or failure on the application database servers, User Profile/Password/Authority, Expired Certificates and connectivity related to AS2 software.

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### Supplemental Services

**Supplemental Services are contracted separately on an hourly basis in a Statement of Work may include but are not limited to:**

1. Services to install or upgrade the LDSO software, and any related analysis or reengineering work for your unique implementation.
2. Any regulated or audited environments that may require additional support procedures and associated supporting documentation may be subject to additional charges.
3. Beyond Service Level C, additional services are offered on “How To Use” requests outside of the LDSO User Interface. Examples include, but are not limited to:
  - GDSN and data synchronization mentoring or consulting, User training
  - Application changes such as:
    - Adding new attributes outside of agreed on in SOW
    - Setting up GLN’s
    - Setting up Linked GTINs
    - Creating new User views and Layouts
    - Modifying application to retain/archive/store inbound/outbound documents for customer use.
4. Extended assistance as well as “How To Configure” requests outside of the LDSO User Interface. Examples include, but are not limited to:
  - Webserver , SSL, Rewrite rules configuration
  - AS2, Network configuration
  - Database configuration
  - Creation or changes to workflow
5. Development for customization and enhancements. Examples include, but are not limited to:
  - Changes resulting from backend ERP systems upgrades
  - Configuration changes
  - Custom extensions
  - Customization for new functional features
6. Modifications to back end ERP systems that result in invalid LANSO Data Sync Direct data.
7. Determination that a service outage resulting from a change by client’s staff or a 3<sup>rd</sup> party that prevents LDSO normal operation. Examples include, but are not limited to:
  - Internet service provisions and network changes
  - Data pool account changes
  - Updates to Virus Scanning Software or Operating System Patches
  - Disk full
  - System backup procedures that lock applications
  - CPU failures
8. “Best practices” for client’s industry or knowledge about specific trading partner requirements. With answers to questions such as “How do I link a Display Shipper?” or “What does this 1WorldSync response message about Unit of Measure indicate?”