Overview

The LANSA 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 LANSA 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 and operating system issues enabling us to provide a level of service which extends beyond the boundaries of our own products into the real world situations that our customers experience across the many platforms, operating systems and databases that we support.

Our support services are extensive and include:

Support portal: http://support.lansa.com
This includes access to our knowledgebase, technical information, license information and helpdesk incident logging.

New release & Expedited Program Changes (EPCs):
New release software (major releases and service packs), including implementation support. EPC's (fixes & enhancements) are also available for download from the support portal.

"How To"
Our support level provides "how to" support to accommodate specific and targeted advice for a given topic. This is not intended to replace education on LANSA products which is available in both web (eLearning) and classroom format. eLearning can be chosen as a discounted add-on with your maintenance. How to requests are handled on a time available basis.

Our support extends beyond our product stack and provides help and knowledge on the supported platforms we work with. Our remote support capabilities using Citrix's GotoAssist[tm] allow us to provide "hands-on" support to your systems directly with you watching and learning from what we do.

Our consulting services can extend our support services to cover training on all our products, remote mentoring for detailed support on your projects and assistance on any project, task or technology you are working with. Our consultants can also augment your own staff to expedite and guide the completion of a project you are working on.

SLA Summary

Hours of coverage		24 x 7 Production Support (Severity A)
		8:30AM to 5PM Central time (Severity B,C,D,E)
Support channel		web/email/phone
Initial response times		
Severity	A - Critical Production System Down	1 hour
	B- Suspected issue in the LANSA software stopping development	4 hours
	C -Normal Priority	4 hours
	D -How-to" question including third party software assistance	within 5 businesss days
	E - Enhancement Request	Notification of Acceptance within 5 businesss days
Services included		
	Support Portal	
	Knowledgebase	
	New releases of software	
	EPCs	
	Implementation support	
	How to	
A Policy		
	Production system not usable, workarounds are not available	
D Policy		
	"How to" will be processed by an appropriate resource (Subject Matter expert)	
	"How to" will be scheduled at mutually agreeable times within normal business hours	
	It will be processed in accordance with service level	
	It will include hands on instruction via phone/web support at an agreed time where appropriate	
	It will be limited to 4 hours of time	
	"How to" requests requiring time or effort beyond this require a professionall services engagement	

Scope of coverage

SUPPORTED	NOT SUPPORTED
Production applications	Wholesale application debugging
Supported platforms (see website)	3rd party products
Installation & upgrades of standard software	Non-supported platforms
	Customization or integration effort
Usage	
Configuration of LANSA IDE & Runtime	Business application configuration
Diagnosis & error correction	
LANSA licensing	
Enhancement and change request logging	
ADVICE PROVIDED	Specific training & education
Application architecture & design, best practices	
Development Best practices	
LANSA business application usage, best practices	
Tuning	
How-to	