

## **Overview**

The LANSAs 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 15+ 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's"***

Our support level provides "how to" support to accommodate specific and targeted education needs for a given topic. This is not intended to replace education on LANSAs 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's 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 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.

# LANSA TECH SUPPORT : Service Level Agreement | 2011

## SLA Summary

<b>Hours of coverage</b>	24 x 7 Production Support (Severity A) 8:30AM to 5PM Central time (Severity B,C,D,E)	
<b>Support channel</b>	web/email/phone	
<b>Initial response times</b>		
<b>Severity</b>	A - Critical Production System Down	1 hour
	B- Suspected issue in the LANSAs software stopping development	4 hours
	C -Normal Priority	4 hours
	D -How-to" question including third party software assistance	within 5 business days
	E - Enhancement Request	Notification of Acceptance within 5 business days
<b>Services included</b>		
	Support Portal	
	Knowledge base	
	New releases	
	EPCs	
	Implementation support	
	How to's	
<b>D Policy</b>		
	"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 professional services engagement	

## Scope of coverage

<b>SUPPORTED</b>	<b>NOT SUPPORTED</b>
Production applications	Wholesale application debugging
Supported platforms ( <a href="#">see website</a> )	3 <sup>rd</sup> party products
Installation & upgrades	Non-supported platforms
Usage	
Configuration	
Diagnosis & error correction	
LANSA licensing	
Enhancement and change request logging	
<b>ADVICE PROVIDED</b>	
Application architecture & design, best practices	
Development Best practices	
Tuning	
How-tos.....	