

COMMERCE EDITION SUPPORT SERVICE LEVEL AGREEMENT 2014

Overview

The LANSA Commerce Edition Support service level agreement applies to those customers who, in addition to being on maintenance for the LANSA tools, are also on a maintenance contract for Commerce Edition. The below summarizes what services are available and how you can expect to be supported.

Commerce Edition Support Service Level Agreement Summary

Hours of coverage	24 x 7 for Critical Production System Down via the LANSA Product Support line (see LANSA Tech Support SLA for details) 8:30AM to 5PM Central time for all other issues which are assumed to be in the C,D,E category with related response for this SLA
Support channel	Web Support Portal /email/phone
Software Upgrades	Access to new releases, including core LANSA technology and eligible new modules*
Access to product direction and review communications via webinars, emails and other forums	Managed and scheduled by the Commerce Edition team. To ensure you are on the distribution list for these announcements, email support@lansa.com
Annual LANSA Commerce Checkpoint	Remote-based Audit assessment available to all Commerce Edition customers on maintenance can be scheduled upon request to support@lansa.com

Scope of coverage SUPPORTED	NOT SUPPORTED **
Diagnosis & trouble-shooting for production down	Code Development for customization and enhancements such as upgrade to backend ERP systems, UI changes, new functional features, etc.
Supported platforms (see website) - refer to LANSA Support SLA	Non-supported platforms
Usage: Assistance with "How to" questions within the Commerce Edition front end interface	Development Mentoring
Configuration : Assistance with configuring the Commerce Edition administration interface	Custom configuration and extensions
LANSA licensing: Assistance with installation of LANSA license codes	Optimization and performance tuning

* some modules may require an additional service pack & fees for custom implementation services based on the customer's current site and specific needs

**Assistance for items marked as not supported in the SLA, is available through our Professional Services.