

## OVERVIEW

The LANSAs Data Sync Direct (LSDS) Service Level Agreement for Software as a Service (SaaS) Applications 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, provides a depth of support rarely seen within the software industry today.

Where required, our support team has direct access to our R&D center for researching and diagnosing software 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 system.

## RELEASES

New release software is provided as major, minor and point releases.

Major releases encompass new functionality as driven by:

- Compliance (1WorldSync, Industry & Regulatory)
- Customer Enhancement Requests
- Customer Feedback
- Industry & Technology Trends

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

Releases will be scheduled and applied as required. The application of new releases may result in short periods of downtime as the system is updated and restarted.

## 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 application support and services outside of this SLA and best practices regarding optimization of your GDSN – LSDS connection.

# LANSA Data Sync Direct Service Level Agreement for Software as a Service (SaaS) Applications

2018

## SLA SUMMARY

<b>Hours of Coverage</b>	Severity A	24 x 7 Support <i>(not including holidays)</i>
	All Other Issues	8:30am to 5:00pm Central time
<b>Support Channel</b>		web/email/phone
<b>Severity Level</b>	<b>Definition</b>	<b>Initial Response Time</b>
<b>A – Production Down/ Business Critical</b>	<p>Critical production issue that severely impacts your use of the service. The situation halts your business operations and no procedural workaround exists.</p> <ul style="list-style-type: none"> <li>• Service is down or unavailable.</li> <li>• Data corrupted or lost and must restore from backup.</li> <li>• A critical documented feature / function is not available.</li> </ul> <p>Severity Level A issues may require the customer to have dedicated resources available to work on the issue on an ongoing basis with LANSA.</p>	1 hour
<b>B – Functionality Reduced/High Impact</b>	<p>Major functionality is impacted, or significant performance degradation is experienced. The situation is causing a high impact to portions of your business operations and no reasonable workaround exists.</p> <p>Service is operational but highly degraded performance to the point of major impact on usage.</p> <p>Important features of the Software as a Service offering are unavailable with no acceptable workaround; however, operations can continue in a restricted fashion.</p>	4 hours
<b>C – Normal/Medium Impact</b>	<p>There is a partial, non-critical loss of use of the service with a medium-to-low impact on your business, but your business continues to function. Short-term workaround is available, but not scalable.</p>	8 hours
<b>D – How To/Low Impact</b>	<p>Inquiry regarding a routine technical issue; information requested on application capabilities, navigation, or configuration. General usage / “How to” questions. Limited to 2 hours of time.</p>	Within 5 business days
<b>E – Enhancement Requests</b>	<p>Enhancement requests and the reporting of documentation errors.</p>	Notification of acceptance within 5 business days

## SCOPE

Supported	Not Supported
LDSD Production Application – Core Functionality	3 <sup>rd</sup> Party Products
LANSA Support Portal	Customizations to Core Functionality
Application Configuration to support Existing Core Functionality	
Diagnosis & Error Correction for Core Defects	
Enhancement and Change Request Logging	
Limited “How-to”/ “Best Practice” GDSN/Application Questions	
User Documentation	

## SUPPLEMENTAL SERVICES

Supplemental Services are contracted separately via the purchase of a block of support hours accounted for on an hourly basis. Scenarios where this may apply include but are not limited to:

1. Services involving changes after LANSA applied upgrades to the LDSD software, and any related analysis or reengineering work for your unique implementation. This may include scenarios where GDSN changes require data modifications to data existing in the LDSD system as a result of the new industry standards.
2. Ongoing assistance with system data population loads via spreadsheets.
3. Any regulated or audited environments that may require additional support procedures and associated supporting documentation may be subject to additional charges.
4. Beyond Service Level D, additional services are offered on “How To Use” requests outside of the LDSD User Interface. Examples include, but are not limited to:
  - GDSN and data synchronization mentoring or consulting
  - User training
  - “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?”
5. Development for customization and enhancements. Examples include, but are not limited to:
  - Changes to account for invalid LDSD data/attributes required resulting from backend system modifications
  - Configuration changes
  - Custom extensions
  - Customization for new functional features
  - Adding new attributes outside of Core Functionality
  - Setting up Linked GTINs
  - Creating custom User Views and Layouts
  - Modifying application to retain/archive/store inbound/outbound documents for customer use