

OVERVIEW

The LANSAs Product Portfolio Service Level Agreement is defined to clarify what services are available and how you can expect to be supported. LANSAs prides itself on the quality of support provided in a timely fashion as described within this SLA.

Support services include:

SUPPORT PORTAL

The LANSAs Support Portal includes access to our helpdesk incident logging system: <http://support.lansa.com>.

STANDARD MAINTENANCE WINDOW

LANSAs reserves a standard window of time during which system maintenance, such as release upgrades, may be performed. Advanced notice is given for any planned maintenance. The standard maintenance window is as follows:

Production: Fridays 3:00pm – 8:00 pm CST

TECHNICAL INTERACTION

Our remote support capabilities using Citrix's GotoAssisttm 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 Product Portfolio connection.

SYSTEM UP TIME

Product Portfolio runs on Microsoft Azure cloud infrastructure where customers will have connectivity between their single or elastic Basic, Standard, or Premium Microsoft Azure SQL Database and our Internet gateway. System up time is based on the time guaranteed by Microsoft Azure SLA.

SLA SUMMARY

Hours of Coverage	All Issues	8:30am to 5:00pm Central time (business hours only)
Support Channel	web/email/phone	
Severity Level	Definition	Initial Response Time
A – Production Down/ Business Critical	<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"> • Service is down or unavailable. • Data corrupted or lost and must restore from backup. • A critical documented feature / function is not available. <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>	2 hours
B – How To/Low Impact	Inquiry regarding a routine technical issue; information requested on application capabilities, navigation, or configuration. General usage / “How to” questions. Limited to 1 hour of time.	Within 5 business days
C – Enhancement Requests	Enhancement requests and the reporting of documentation errors.	Notification of acceptance within 5 business days

SCOPE

Supported	Not Supported
LANSA Product Portfolio Production Application – Core Functionality	3 rd 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” Questions	
User Documentation	