



Long term, win-win business relationships depend on great service and clear expectations. InfraWare knows that great software cannot stand alone. Dependable support is as important as dependable software. InfraCare reflects an unparalleled commitment to providing excellent support to our business partners.



## 15 Minute Response Guarantee – When it matters to you most.

When you go on-site to work with a customer, a lot is on the line. Your time, your customer's time and your customer's impression of you and InfraWare. A highlighted service of InfraCare is our *guarantee* to be available to help you in real time when you schedule customer visits with us at least two days in advance.

## InfraCare Resources Available

InfraWare Customers have access to many resources to assist them in learning, establishing skills and troubleshooting their platform experience. InfraCare is the full range of products and services InfraWare offers to educate and support customers of the InfraWare 360 platform, including:

Education	Self-help	Customer Support
<ul style="list-style-type: none"><li>Tutorials</li><li>Testing &amp; Certification<sup>tba</sup></li></ul>	<ul style="list-style-type: none"><li>Knowledgebase</li><li>Documentation</li></ul>	<ul style="list-style-type: none"><li>Email Support</li><li>Phone/Web Support</li></ul>

## InfraCare Customer Support

Open Tickets by email: [Support@InfraWare.com](mailto:Support@InfraWare.com)

Education and self-help products are covered separately in other documents. Customer support options are provided on a basis which reflects both the availability of support personnel and a measure of the impact of their issue. Customer Support schedule:

Support	Response Period*	Commitment Scheduled Customer Visits	Commitment 7am to 10pm EDT Mon-Fri	Commitment Night & Weekend
Customer Support Inquiries from Admins		Actual Avg Response ~ 3min Commitment Avg ~ 15min	Actual Avg Response ~ 30min Commitment Avg ~ 2hr	Actual Avg Response ~ 2hr Commitment Avg ~ 8hr
Core Platform Availability		Continuous monitoring yields ~99.99% platform uptime. Subject to published maintenance windows & minimal unscheduled maintenance. Notifications for scheduled & unscheduled maintenance available by email.		

\* Important: Response times and outcomes depend on customer meeting specific responsibilities. Those and other details follow.

## Emergencies

Support requests (tickets) should always be opened by email first. An automated response will provide a ticket number and additional correspondence should be in the form of replies containing that ticket number in the header. In the event that an automated ticket is not returned by email or if you suspect a system wide outage, please contact the Emergency Mailbox at:

24-hour Emergency:

Regular Line: 877-235-7239

Backup Line: 888-232-3775

**Platform uptime** is described as the *availability* of platform servers for access by customer users when their equipment, software and Internet connections are fully performing. The InfraWare 360 processing center is monitored and managed 24x7x365 for nearly continuous availability. While 100.0% uptime is not possible for any service provider, InfraWare achieves 99.99% uptime by using high availability servers in a top tier datacenter environment and by monitoring the performance of these assets, with a combination of automation and personnel, around the clock.

**Response** means a human (non-automated) follow-up from support to customer to take the issue to the next level either by providing advice or asking clarifying questions. When a support ticket is ongoing, the response commitment resets each time InfraWare personnel and the customer respond to one another.

**Entitlement:** Support is available to licensed (IMC) Administrators of customers in good standing. Other end-users should seek support from their administrator who is supported by InfraWare. Support is not a substitute for education about the platform software. Admins who frequently misuse support for readily available information may be referred to documentation.

**Opening Tickets:** The preferred method of opening a new Support Ticket is by email addressed to support@infraware.com. During InfraWare office hours, tickets may be opened by telephone by calling 812-235-7239. In either case, the initial follow-up by support personnel will be by email.

**Scheduled Customer Visits:** When you go on-site to work with a customer, a lot is on the line. Your time, your customer's time and your customer's impression of you and InfraWare. A highlighted service of InfraCare is our *guarantee* to be available to help you in real time (by connecting you with a technician within 15 minutes) when you schedule customer visits with us at least two days in advance.

**Customer Responsibility:** In the support relationship, the customer has some important responsibilities:

- When opening a ticket, it is important to include specific detailed facts. Name the user involved, the job number, any specific error messages, the steps which led to the problem, etc. If support needs to reply to request such details, it will take more time for the ticket to reach closure.
- Perform the trouble-shooting tasks suggested by support. This can sometimes take time and effort.
- Answer the questions posed by support to the best of your availability.
- Ensure that the systems in use meet the minimum system requirements

**Escalation Policy:** InfraWare support personnel will escalate issues from email to telephone and web conference as warranted only after proper attempts have been made by email. (This does not apply to scheduled customer visits which are assisted by phone.)

**Feature & Enhancement Requests:** Support inquiries which articulate specific requests for feature enhancements and refinements are divided into two categories. When the customer requests customization for which they are willing to pay a fee, those requests are routed to sales for collaboration with management for a pricing proposal. When the customer is making a suggestion for the benefit of the user community, those tickets are routed to the Development Dept. and noted for consideration in a future release. The ticket is then closed. No commitments are offered for if/when the enhancement will take place, but there is a feedback system to alert customers who made a suggestion once it has been implemented.

**Service Requests:** Requests for administrative functions (such as making a change in the IMC), data imports and project management tasks are handled on a case by case basis. InfraWare 360 is a self-service software platform, so InfraWare personnel prefer to give advice and instruction but not actually participate in the workflow. Such requests will be charged to the customer.

**Outcomes** to support tickets cannot be guaranteed. Support for customer issues is provided on a best-effort basis to enhance each customer's experience using the InfraWare 360 platform.

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**Thank you for using InfraWare!**